

09129227/9

DIALOG(R) File 16:Gale Group PROMT(R)
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09129227 Supplier Number: 79547187 (THIS IS THE FULLTEXT)

BRITISH PRINTER: Small ads think big.

Printing World, p35

Oct 22, 2001

ISSN: 0032-8715

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1210

TEXT:

PCS could have disappeared as newspaper systems changed, but it has kept ahead through innovation By Gareth Ward

The phrase "customer relationship management" is often bandied about as if answering the phone in the politest manner was the solution to all problems associated with a customer's perception of the company taking his or her money.

But it is something being taken very seriously by the public utilities, financial institutions and other large organisations that operate vast call centres on faceless industrial parks across the country.

Proactive calling

It involves proactive calling to sell a service as much as dealing with complaints and enquiries and it is heading in the direction of the publishing industry.

Newspapers which have for too long, as far as they are concerned, waited for classified advertising to come through the door, now realise that advertisers have a plethora of print media to choose from and now the added attraction of the Internet.

While the competition was restricted to other newspapers and magazines this was fine. If the problem became too serious, a rival publication might be launched or the troublesome title purchased. The Internet has changed all that and if classified advertising boards have not robbed newspapers of all their recruitment advertising, it has served as a much needed wake-up call.

Newspapers have realised that they need to go to advertisers and sell their services to them. The likes of Associated Newspapers are planning to gather data on customers, about their advertising habits and preferences and use this to build a more sophisticated approach to customers.

When the telesales executive receives a call or places a call, the aim is to provide a full customer history even before the phone is picked up. The phone number is linked to a database which pulls the data to the screen almost instantaneously.

Newspaper pedigree

However, these systems are not just for the deep of pocket publishers as Press Computer Systems, the Telford software house whose newspaper pedigree stretches back more than 20 years, is showing.

It has developed a suite of applications under the AdExemble label which includes CRM tools tightly integrated with the traditional classified sales and booking system.

"We allow companies to prospect for business instead of waiting for it to come in," says Stan Dzubia. "We are giving the marketplace the tools to go and prospect." It is, says PCS, "one of the most comprehensive business systems available".

These tools operate at both the administrator and operator level. The operator is, in effect, given a list of clients to call to sell against a dedicated issue or project, a gardening special for example. There is an on-screen calendar giving start and stop dates, listing appointments and blocking out times when appointments cannot be made. Logos for the different appointments show the status of the diary at a glance.

The screen provides the list of those companies to be called, connecting via a database to the history those customers may have had with the newspaper. A script follows the initial sales pitch to cover the benefits of booking the ad. This can provide the approved responses to frequently asked questions. "There's no excuses for not having the information to hand now," says the company.

The operator can also see his or her personal sales target for the

project.

What it is intended to do is create a digital replacement for the box of call cards that proliferate in any classified sales environment. This is far more accurate and provides a central location for all customer information to be logged in a systematic way. There can be no private coding systems, nor lax recording of details.

The operator can either work through a given list alphabetically, by postcode or a hierarchy headed by the most likely customers.

This is set up by the supervisor who controls the calls, the diaries, the prospect lists and the set ups. It begins with a project which is given a start and deadline date. The Corporate Database has access to information of every UK business sorted by postcode and type of business.

This is used to create the prospect lists for that project and can be slightly different where the gardening supplement will appear in different regional titles.

Prospect list

The sales teams assigned to the project are then created, together with the individual targets for each sales person. The prospect list can be divided equally, split by geography, or assigned with a greater number for one sales executive or another. In short, the list can be split in any number of ways.

The script for the project, explaining why this is the advertising opportunity of a lifetime and addressing all the essential points is added to the project.

Before the selling begins, an e-mail explaining to the potential customers that a named ad exec will be calling about the special supplement is sent automatically to the prospects, clearing the way for the follow up phone call.

Even if the administration for the project is set up weeks in advance, the operators will not see it until the preset date.

Once underway, the supervisor can monitor progress in a number of ways, against the individual sales targets, by overall progress, by revenue booked, by individual operator against others and so on.

As it stood earlier this year at Newstec, the system needed some refinements and feedback from pilot users was to be included in the final product before its full release. That feedback has been uniformly positive says PCS, with publishers saying that this is something they have never had before.

Needless to say, the system links seamlessly into the conventional ad booking system for offering different rates and positions, accepting the order and issuing the invoices once the sale has been made.

Management control

There is no need to rekey the data to do this, cutting the risk of errors. What is different is the development of a tool that systemises and brings management control to the canvassing process. There are also links to upselling a prospect into taking a template designed website for the publisher's business portal side of its website. The information comprising an ad is tagged using XML-compliant formats which allow the content to be used on a website as easily as on paper.

Obvious need

For PCS, the product goes beyond the newspaper world, although this is clearly where the first users will come from. Says Mr Dzubia: "It's not only applicable to newspapers. There's brochure and directory products where Customer Relationship Management systems are an obvious need.

"Not many companies are able to do the investment needed to build the systems because they will find it difficult to justify the return on investment."

This is where PCS is hoping that others see the potential behind these tools for areas of business that PCS itself has either not considered or else has no market presence.

gward@cmpinformation.com

Online: www.dotprint.com.resource/oct22

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File 344:Chinese Patents Abs Aug 1985-2004/May
 (c) 2004 European Patent Office
 File 347:JAPIO Nov 1976-2004/Mar(Updated 040708)
 (c) 2004 JPO & JAPIO
 File 350:Derwent WPIX 1963-2004/UD,UM &UP=200445
 (c) 2004 Thomson Derwent
 File 348:EUROPEAN PATENTS 1978-2004/Jul W02
 (c) 2004 European Patent Office
 File 349:PCT FULLTEXT 1979-2002/UB=20040715,UT=20040708
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 File 371:French Patents 1961-2002/BOPI 200209
 (c) 2002 INPI. All rts. reserv.
 File 256:SoftBase:Reviews,Companies&Prods. 82-2004/Jun
 (c)2004 Info.Sources Inc
 File 2:INSPEC 1969-2004/Jul W2
 (c) 2004 Institution of Electrical Engineers
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 File 99:Wilson Appl. Sci & Tech Abs 1983-2004/Jun
 (c) 2004 The HW Wilson Co.
 File 233:Internet & Personal Comp. Abs. 1981-2003/Sep
 (c) 2003 EBSCO Pub.
 File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
 (c) 2002 The Gale Group
 File 474:New York Times Abs 1969-2004/Jul 18
 (c) 2004 The New York Times
 File 475:Wall Street Journal Abs 1973-2004/Jul 16
 (c) 2004 The New York Times
 File 16:Gale Group PROMT(R) 1990-2004/Jul 19
 (c) 2004 The Gale Group
 File 148:Gale Group Trade & Industry DB 1976-2004/Jul 19
 (c)2004 The Gale Group
 File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
 File 275:Gale Group Computer DB(TM) 1983-2004/Jul 19
 (c) 2004 The Gale Group
 File 621:Gale Group New Prod.Annou.(R) 1985-2004/Jul 19
 (c) 2004 The Gale Group
 File 636:Gale Group Newsletter DB(TM) 1987-2004/Jul 19
 (c) 2004 The Gale Group
 File 9:Business & Industry(R) Jul/1994-2004/Jul 16
 (c) 2004 The Gale Group
 File 15:ABI/Inform(R) 1971-2004/Jul 19
 (c) 2004 ProQuest Info&Learning
 File 20:Dialog Global Reporter 1997-2004/Jul 19
 (c) 2004 The Dialog Corp.
 File 95:TEME-Technology & Management 1989-2004/Jun W1
 (c) 2004 FIZ TECHNIK
 File 476:Financial Times Fulltext 1982-2004/Jul 19
 (c) 2004 Financial Times Ltd
 File 610:Business Wire 1999-2004/Jul 17
 (c) 2004 Business Wire.
 File 613:PR Newswire 1999-2004/Jul 17
 (c) 2004 PR Newswire Association Inc
 File 624:McGraw-Hill Publications 1985-2004/Jul 15
 (c) 2004 McGraw-Hill Co. Inc
 File 634:San Jose Mercury Jun 1985-2004/Jul 17
 (c) 2004 San Jose Mercury News
 File 810:Business Wire 1986-1999/Feb 28

(c) 1999 Business Wire
 File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc
 File 47:Gale Group Magazine DB(TM) 1959-2004/Jul 19
 (c) 2004 The Gale group
 File 122:Harvard Business Review 1971-2004/Jun
 (c) 2004 Harvard Business Review
 File 444:New England Journal of Med. 1985-2004/Jul W3
 (c) 2004 Mass. Med. Soc.
 File 482:Newsweek 2000-2004/Jul 14
 (c) 2004 Newsweek, Inc.
 File 609:Bridge World Markets 2000-2001/Oct 01
 (c) 2001 Bridge
 File 619:Asia Intelligence Wire 1995-2004/Jul 18
 (c) 2004 Fin. Times Ltd
 File 622:EIU Magazines 2000-2004/Mar 20
 (c) 2004 EIU Magazines
 File 635:Business Dateline(R) 1985-2004/Jul 16
 (c) 2004 ProQuest Info&Learning
 File 646:Consumer Reports 1982-2004/Jun
 (c) 2004 Consumer Union
 File 647:CMP Computer Fulltext 1988-2004/Jul W2
 (c) 2004 CMP Media, LLC
 File 674:Computer News Fulltext 1989-2004/Jun W4
 (c) 2004 IDG Communications
 File 696:DIALOG Telecom. Newsletters 1995-2004/Jul 18
 (c) 2004 The Dialog Corp.
 File 748:Asia/Pac Bus. Jrnls 1994-2004/Jul 19
 (c) 2004 The Dialog Corporation

Set	Items	Description
S1	38423	(SALE OR SALES) (1W) (LEAD OR LEADS)
S2	240345	POTENTIAL() (CUSTOMER? ? OR CLIENT? ?)
S3	111479	(EMAIL? OR (ELECTRONIC OR E) ()MAIL? ? OR FAX? ? OR FACSIMI- LE?) (5N) (AHEAD OR BEFORE OR BEFOREHAND OR IN()ADVANCE? OR ADV- ANCE? ? OR FIRST OR PRIOR()TO OR BEFORE OR IN()ADVANCE()OF OR IN()PREPARATION?)
S4	525182	(CONTACT? OR REACH) (5N) (AHEAD OR BEFORE OR BEFOREHAND OR I- N()ADVANCE? OR ADVANCE? ? OR FIRST OR PRIOR()TO OR BEFORE OR - IN()ADVANCE()OF OR IN()PREPARATION? OR FOLLOW()UP? ?)
S5	10962352	(COLD OR TELEPHONE) () (CALL OR CALLS) OR CALL OR CALLS
S6	2	S1(5N)S3
S7	1	RD (unique items)
S8	37	S1(8N)S4
S9	1	S8(8N)S5
S10	1	S9 NOT S7
S11	0	S8(8N)S3
S12	4056	S4(2N)S5
S13	37	S8 NOT S7
S14	25	RD (unique items)
S15	2958	S3(3N)S5
S16	16	S12(8N)LEAD? ?
S17	16	S16 NOT (S7 OR S10)
S18	12	RD (unique items)
S19	140	(LEAD OR LEADS) (5N)S3
S20	3	S19(8N)S4
S21	1	RD (unique items)
S22	3043	(LEAD OR LEADS) (8N)S4
S23	25	S22(8N)S5
S24	13	S23 NOT (S7 OR S9 OR S18 OR S21)
S25	9	RD (unique items)

S26	34	S2(5N)S3
S27	34	S26 NOT (S7 OR S9 OR S18 OR S21)
S28	24	RD (unique items)
S29	304	S2(5N)S4
S30	5	S29(8N)S5
S31	4	RD (unique items)
S32	3078	S2(5N)S5
S33	1	S32(8N)S4
?		

7/3,K/1 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

04434815 (USE FORMAT 7 OR 9 FOR FULLTEXT)
**MobileWord Introduces HotLeads; Web-Based Application Converts
Fax-on-Demand Requests Into Sales Leads**
BUSINESS WIRE
February 24, 1999
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 473

... Communications, LLC today announced HotLeads, a sales lead capture and distribution system.

HotLeads is the **first** Web-based application that converts **fax**-on-demand requests into **sales leads** that are automatically routed to salespeople via the World Wide Web.

10/3,K/1 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

31850884 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Free CRM Is Here -- FreeCRM.com

MARKET WIRE INCORPORATED

October 22, 2003

JOURNAL CODE: MWIC LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 394

...to small businesses, FreeCRM.com is an advertisement-driven, hosted software application that combines powerful **contact** management, **sales lead** automation and **follow up**, task tracking, trouble ticket tracking, **call** automation, email campaigning and document management resources as well as a host of additional features...

14/3,K/1 (Item 1 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2004 Thomson Derwent. All rts. reserv.

015068269 **Image available**

WPI Acc No: 2003-128785/200312

Related WPI Acc No: 2002-643723; 2002-643724; 2002-658024; 2003-165839;
2003-801075

XRPX Acc No: N03-102357

Location tracking system for use in tradeshow, determines association between tradeshow attendee and other persons, objects, exhibits or specified locations using location of tradeshow attendee with whom identifier is attached

Patent Assignee: SENTINEL WIRELESS LLC (SENT-N)

Inventor: DEMPSEY M K

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020165731	A1	20021107	US 2001274544	P	20010309	200312 B
			US 200295766	A	20020311	

Priority Applications (No Type Date): US 2001274544 P 20010309; US

200295766 A 20020311

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20020165731	A1		16	G06F-017/60	Provisional application US 2001274544

Abstract (Basic):

... objects, exhibits or specified locations, provide the sales person with a more receptive audience for **follow up contact**. Also used to generate **sales leads** and determine the effectiveness of advertising based on the identified associations...

14/3,K/2 (Item 1 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

03041987 INSPEC Abstract Number: D88000427

Title: New tricks for an old trade (marketing software)

Author(s): Wartman, L.A.

Journal: Business Marketing vol.72, no.11 p.16, 18

Publication Date: Nov. 1987 Country of Publication: USA

CODEN: BUMAED ISSN: 0745-5933

Language: English

Subfile: D

Abstract: ProMotion, developed by Free World Marketing Corp., is a marketing software designed specifically for **contact** management and **sales lead follow - up**. You create a ProMotion database through your computer's keyboard. You can also connect your...

14/3,K/3 (Item 1 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07865256 Supplier Number: 65687420 (USE FORMAT 7 FOR FULLTEXT)

JetNet Announces Secure Connectivity for CRM Applications.

PR Newswire, p8204

Oct 3, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 345

... provide security for users of Customer Relationship Management (CRM) applications. CRM allows companies to utilize **advanced** software technology to manage **sales contacts**, **leads**, and forecasting to build stronger customer relations, retention and revenue. JetNet has created a security...

14/3,K/4 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

14179506 SUPPLIER NUMBER: 81471035 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Of misappropriated manure heaps, rude robots and broken promises: the

(d)evolving law of database protection. (US and European Union)

Keck, Richard; Goode, Damon

Business Lawyer, 57, 1, 513(28)

Nov, 2001

ISSN: 0007-6899

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 12977

LINE COUNT: 01240

... 51) Finally, Verio would compile such information into its own database and provide these "sales **leads**" to its marketing department.

Register.com first **learned** that Verio was contacting **Register** .com's customers to solicit business in January 2000. This began a series of cease...

14/3,K/5 (Item 2 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

09756910 SUPPLIER NUMBER: 19770157 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Cross-prospecting draws leads. (insurance agents, developing proactive ways to ask for referrals)

Shulman, Alan L.

National Underwriter Property & Casualty-Risk & Benefits Management, v101, n37, p2(3)

Sep 15, 1997

ISSN: 1042-6841

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 1307

LINE COUNT: 00112

... will have a closer relationship than others; e.g., primary suppliers and sub-contractors. These **sales leads** should be among the **first** that you **contact**.

You can also use the checklist to do more than pull referred leads from a...

14/3,K/6 (Item 3 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

09328696 SUPPLIER NUMBER: 19045405 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Focusing on results: not always the best strategy.

Von Bergen, C.W.; Soper, Barlow

SAM Advanced Management Journal, v61, n4, p4(4).
Autumn, 1996

ISSN: 0036-0805 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2532 LINE COUNT: 00206

... adverse consequences. For example, often salespersons are required to maintain copious amounts of paperwork documenting **sales leads**, **contacts**, and **follow - ups**. Though necessary to the actual desired outcome - closing sales - this behavioral focus may be counterproductive...

14/3,K/7 (Item 4 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

07486830 SUPPLIER NUMBER: 15683284 (USE FORMAT 7 OR 9 FOR FULL TEXT)
/C O R R E C T I O N -- SOFTWARE PUBLISHERS ASSOCIATION/ (Correction Notice)

PR Newswire, p0809DC006

August 9, 1994

DOCUMENT TYPE: Correction Notice LANGUAGE: ENGLISH RECORD TYPE:
FULLTEXT

WORD COUNT: 1263 LINE COUNT: 00162

NORTH AMERICAN PC SOFTWARE SALES **REACH** \$1.48 BILLION
IN **FIRST** QUARTER 1994; HOME EDUCATION **SALES LEAD** GROWTH -- UP
128%

WASHINGTON, Aug. 8 /PRNewswire/ -- The Software Publishers
Association (SPA) announced today that...

14/3,K/8 (Item 5 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

07482538 SUPPLIER NUMBER: 15667602 (USE FORMAT 7 OR 9 FOR FULL TEXT)
NORTH AMERICAN PC SOFTWARE SALES REACH \$1.49 BILLION IN FIRST QUARTER
1994; HOME EDUCATION SALES LEAD GROWTH -- UP 128%

PR Newswire, p0808DC001

August 8, 1994

LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 1178 LINE COUNT: 00154

NORTH AMERICAN PC SOFTWARE SALES REACH \$1.49 BILLION IN FIRST QUARTER
1994; HOME EDUCATION SALES LEAD GROWTH -- UP 128%

14/3,K/9 (Item 6 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

06752891 SUPPLIER NUMBER: 14260129 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Track sales people like you do service techs. (computerized sales tracking system)

Swepton, Mark

Contractor, v40, n10, p35(1)

Oct, 1993

ISSN: 0897-7135 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 725 LINE COUNT: 00052

... will make your customers happy by showing them you're responsive and efficient from the **first contact** they have with you.

We put a **sales lead** tracking system like this in place. This summer our competitors were telling prospects that it...

14/3,K/10 (Item 7 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

05918757 SUPPLIER NUMBER: 12510006 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Taking the lead in company sales. (finding sales prospects through online databases)

Ojala, Marydee

Link-Up, v9, n3, p22(2)

May-June, 1992

ISSN: 0739-988X

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 2123 LINE COUNT: 00170

... But with a little ingenuity, you can probably create you own list of very targeted **sales leads**, simply by using your modem.

But back up. **Before** you **reach** for die computer, maybe you should reach into your brain. There are certain basic questions...

14/3,K/11 (Item 8 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

05470892 SUPPLIER NUMBER: 11128242 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Hidden benefits of software use. (telemarketing software capabilities)

Clifford, Lynne

Telemarketing, v10, n1, p38(2)

July, 1991

ISSN: 0730-6156

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 744 LINE COUNT: 00061

TEXT:

...the company realized it could also use the telemarketing software to analyze the sources of **sales leads**. By comparing the date a prospect **first contacted** the company to the date of the first sale, Programmed Intelligence found it could forecast...

14/3,K/12 (Item 1 from file: 160)

DIALOG(R)File 160:Gale Group PROMT(R)

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01709853

DayFlo Software Corp Unveils First Link Between Information Tracking Systems and Popular Applications.

NEWS RELEASE May 28, 1987 p. 11

... PC user to keep track of large volumes of highly free-form information such as **sales leads**, magazine articles, DOS files, **contacts** and **follow - ups**, etc., now has its first direct link to existing applications packages such as spreadsheets and...

14/3,K/13 (Item 1 from file: 621)

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2004 The Gale Group. All rts. reserv.

01046985 Supplier Number: 40110918 (USE FORMAT 7 FOR FULLTEXT)
**I-TRACK INTRODUCES INSIDE TRACK II (TM) PERSONAL COMPUTER INFORMATION
TRACKING SYSTEM WITH READY-MADE DATABASES**

PR Newswire, pN/A
July 15, 1987
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 547

... sorted
list."

Inside Track II users can create their own database of names and
addresses, **sales leads**, **follow - up contacts**
, products, organizations
or almost any other information. Alternatively, they can buy an
Inside Track Information...

14/3,K/14 (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

05559019 Supplier Number: 102045417 (USE FORMAT 7 FOR FULLTEXT)
**Success of Infosecurity Europe 2003 proves security is top of the IT agenda
-- Part 2 of 2.**

M2 Presswire, pNA
May 20, 2003
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 2536

... Limited
"The show proved to be well attended and LODOGA came away with many
qualified **sales leads** and important **contacts** at very senior level to
follow up. Customers LODOGA invited to the show found the more informal
atmosphere as a

14/3,K/15 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

02425425 199309061
**Gaining competitive advantage in e-tailing through marketing management and
value-added uses of technology**

Bertsch, Thomas; Busbin, James; Wright, Newell
Competitiveness Review v12n2 PP: 49-56 2002
ISSN: 1059-5422 JRNL CODE: CVRV
WORD COUNT: 3261

...TEXT: specific, targeted shoppers with a customized message. Those who
express interest by responding then become **sales leads**, worth more
expensive **follow - up contacts** -- such as free credits for on-line
purchases (Berry and Linoff, 2000).

Positive public relations...

14/3,K/16 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01426846 00-77833

Design a killer web site

Heath, Rebecca Piirto

American Demographics Marketing Tools Supplement PP: 50-55 May 1997

ISSN: 0163-4089 JRNL CODE: ADE

WORD COUNT: 3461

...TEXT: to a site and never received a response. That's like throwing away a qualified **sales lead**, say our experts.

Sites with hard-to-find **contact** information and poor e-mail **follow - up** are missing the true lead-generating power of the Web. Until companies are willing to...

14/3,K/17 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00916533 95-65925

When your prospect calls

Donath, Bob; Obermayer, James W; Dixon, Carolyn K; Crocker, Richard A

Marketing Management v3n2 PP: 26-37 1994

ISSN: 1061-3846 JRNL CODE: MMA

WORD COUNT: 6569

...TEXT: It puts the marketing function and customer satisfaction squarely at the heart of competitive strategies. **Sales lead** management, controlling what usually is the **first contact** a prospect has with a firm, plays a critical role in shaping a vendor's...

14/3,K/18 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

32110270 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Q3 2003 Sigma-Aldrich Corporation Earnings Conference Call - Part 1

FAIR DISCLOSURE WIRE

October 22, 2003

JOURNAL CODE: WFDW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 4658

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... these new reps' feet on the street as of September 30. Our efforts to increase **sales lead follow - ups** have improved our **contact** level from historically 10 percent to more than 30 percent of the leads received thus...

14/3,K/19 (Item 2 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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31850884 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Free CRM Is Here -- FreeCRM.com

MARKET WIRE INCORPORATED

October 22, 2003

JOURNAL CODE: MWIC LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 394

...to small businesses, FreeCRM.com is an advertisement-driven, hosted software application that combines powerful **contact** management, **sales lead** automation and **follow up**, task tracking, trouble ticket tracking, call automation, email campaigning and document management resources as well...

14/3,K/20 (Item 3 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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29220118 (USE FORMAT 7 OR 9 FOR FULLTEXT)

REED EXHIBITIONS: Success of Infosecurity Europe 2003 proves security is top of the IT agenda Part 2 of 2

M2 PRESSWIRE

May 20, 2003

JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 2390

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Limited

"The show proved to be well attended and LODOGA came away with many qualified **sales leads** and important **contacts** at very senior level to **follow up**. Customers LODOGA invited to the show found the more informal atmosphere as a valuable way...

14/3,K/21 (Item 4 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

(c) 2004 The Dialog Corp. All rts. reserv.

17965427 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Cromwell & Associates, Inc. Selects deuxo to Shorten Sales Cycles and Boost Profitability

PR NEWSWIRE

July 24, 2001

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 668

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... the deuxo sales lead optimization methodology provides a holistic approach to managing prospect relationships from **first contact** to signed contract. Integrating **sales lead** optimization capabilities with CRM solutions like GoldMine enables companies to improve the quality of the ...

14/3,K/22 (Item 5 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

(c) 2004 The Dialog Corp. All rts. reserv.

13310727 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Three Start-Ups Launch Cell-Phone Innovations

Peter J. Howe

KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (BOSTON GLOBE - MASSACHUSETTS)

October 16, 2000

JOURNAL CODE: KBGL LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1398

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... force automation" systems mynetsales offers companies to provide a centralized, Internet-accessible system for tracking **sales leads**, **contacts** and deals. It is the **first** announced customer for iConverse, which was launched in August.

One special feature of iConverse systems...

14/3,K/23 (Item 6 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

(c) 2004 The Dialog Corp. All rts. reserv.

04298331 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Internet Becoming More Popular for Auto Sales

Mike Brennan

KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (DETROIT FREE PRESS)

February 11, 1999

JOURNAL CODE: KDFP LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1616

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... when an Internet shopper is referred to them, McQuivey said.

"If a dealer doesn't **follow up** and **contact** the **sales lead** within 48 hours, then the prospect connects with another area dealer who gets the sale...

14/3,K/24 (Item 1 from file: 635)

DIALOG(R)File 635:Business Dateline(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

2113963 62527326

WIRELESS INNOVATIONS UNVEILED 3 START-UPS LAUNCHING CELL PHONE PRODUCTS

Howe, Peter J

Boston Globe pC.1

Oct 16, 2000

WORD COUNT: 1,409

DATLINE: Massachusetts

TEXT:

...force automation" systems mynetsales offers companies to provide a centralized, Internet-accessible system for tracking **sales leads**, **contacts** and deals. It is the **first** announced customer for iConverse, which was launched in August.

One special

14/3,K/25 (Item 1 from file: 647)
DIALOG(R)File 647:CMP Computer Fulltext
(c) 2004 CMP Media, LLC. All rts. reserv.

00580997 CMP ACCESSION NUMBER: CRN19901001S3542
DIAMOND DATA MANAGEMENT (NEW PRODUCTS)
COMPUTER RESELLER NEWS, 1990, n 388, 49
PUBLICATION DATE: 901001
JOURNAL CODE: CRN LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: Network
WORD COUNT: 111

The application enables a company's sales force to manage **sales leads** calling for **follow - up contacts** .

The product features various search methods for locating contacts.
Users can also sort their contacts...
?

18/3,K/1 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

007300131

WPI Acc No: 1987-297138/198742

XRPX Acc No: N87-222005

Subscriber's terminal appts. - has second lead or second input call relay connected via NC contacts of outgoing call relay to first wire of AC mains

Patent Assignee: LENINGRAD COMMUN ENG INS (LEEL)

Inventor: GENLIN F; POKROVSKII V E; POTAPOV Y U N

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
SU 1297255	A	19870315	SU 3929052	A	19850711	198742 B

Priority Applications (No Type Date): SU 3929052 A 19850711

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
SU 1297255	A	4		

... has second lead or second input call relay connected via NC contacts of outgoing call relay to first wire of AC mains

18/3,K/2 (Item 1 from file: 35)
DIALOG(R)File 35:Dissertation Abs Online
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01620399 ORDER NO: AAD98-16468

THE ROLE OF DESCENDING FOREBRAIN PROJECTIONS AND AUDITORY FEEDBACK IN BUDGERIGAR VOCAL DEVELOPMENT

Author: HEATON, JAMES TRACEY

Degree: PH.D.

Year: 1997

Corporate Source/Institution: UNIVERSITY OF MARYLAND COLLEGE PARK (0117)

Source: VOLUME 58/11-B OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 6273. 245 PAGES

...stage 4--weeks 4-5) which decrease in duration near the time of fledging and **lead** to the **first** socially-learned **contact calls** (stage 5). Lesioned and deafened nestlings both demonstrated nearly normal stage 2-3 calls, however...

18/3,K/3 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

10787131 Supplier Number: 109220378 (USE FORMAT 7 FOR FULLTEXT)

Telemarketing for OCS: how to decide between internal telesales and outsourcing: as telephone software improves, telemarketing becomes a more important OCS sales tool. Deciding between doing it in-house or outsourcing requires a full understanding of costs and benefits. (Business basics: building blocks for small and medium size operations)

Lavendier, Steve

Automatic Merchandiser, v45, n10, p62(5)

Oct, 2003

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade
Word Count: 3518

... make 25 to 30 dials per hour and speak to 12 to 15 contacts. One **lead** should be generated from the 12 to 15 **contacts**. A **follow - up call** should be made by a senior person or the call center manager, and approximately 80...

18/3,K/4 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07715898 Supplier Number: 64337479 (USE FORMAT 7 FOR FULLTEXT)
How exhibitors and attendees can get the most out of attending the National Hardware Show. (Brief Article)
FARRELL, WILLIAM P.
National Home Center News, v26, n14, p12
July 17, 2000
Language: English Record Type: Fulltext
Article Type: Brief Article
Document Type: Magazine/Journal; Trade
Word Count: 850

... 7 personal calls are needed to close a sale. In addition, only half of all **leads** from a trade show **contact** require a **follow - up sales call** to close the sale. It's clear that face-to-face interaction at a trade...

18/3,K/5 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

06585560 Supplier Number: 55541009 (USE FORMAT 7 FOR FULLTEXT)
Make integrated marketing take off.
Brown, Michael A.
Direct, v11, n10, pT14(1)
August, 1999
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 940

... represent viable account growth opportunities. When you go list shopping, apply the same criteria to **leads** and prospects.
On the phone, position your **first contacts** as " **calls of inquiry**" to determine whether and how you and your prospect's company may match...

18/3,K/6 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

06025563 Supplier Number: 53449530 (USE FORMAT 7 FOR FULLTEXT)
Communication skills: the key to maximizing professional success for science graduates.
Sanger, Alan R.
Canadian Chemical News, v50, n10, p12(2)
Nov-Dec, 1998

Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 2410

... you know who has contacts with the company. Decide on who in the company to **contact**, and then **call** them. **Follow up** good **leads** with a letter and your resume. Don't let it sit there - follow up with...

18/3,K/7 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

14938085 SUPPLIER NUMBER: 91043092 (USE FORMAT 7 OR 9 FOR FULL TEXT)
TOP PRODUCER Systems Announces New 100% Web-Based Upgrade to TOP PRODUCER Real Estate Sales and Marketing Software.
Business Wire, 0197
Sept 4, 2002
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 421 LINE COUNT: 00057

... known as TOP PRODUCER 7i SellPhone(TM), that lets TOP PRODUCER 7i users access Internet **leads**, **contacts**, listings, closings, appointments and even **follow - up call** reminders, in real time, from any Internet enabled cell phone.

-- TOP PRODUCER 7i for Palm...

18/3,K/8 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

13885499 SUPPLIER NUMBER: 78438410 (USE FORMAT 7 OR 9 FOR FULL TEXT)
CHAPTER SPOTLIGHT. (Financial Executives International) (Brief Article)
Financial Executive, 17, 6, 75
Sept, 2001
DOCUMENT TYPE: Brief Article ISSN: 0895-4186 LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 777 LINE COUNT: 00066

... Practice Tips:
* Define prospects early in the year, using every resource available. (In addition to "**leads**" from FBI national, TC uses extensive local resources.)
* **Follow up** every inquiry and **contact** with **telephone calls**, letters and emails. Get to know the executive assistants.
* Have a plan of "how" to...

18/3,K/9 (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

08929660 SUPPLIER NUMBER: 18622126 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Making an exhibition of yourself at Metals Engineering 96.
Metallurgia, v63, n5, p178(2)
May, 1996
ISSN: 0141-8602 LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 2334 LINE COUNT: 00181

... start of the selling process. Do continue it by making sure that all your new **contacts** are followed up. Diarise **follow up** visits and **telephone calls** ; make sure that your **lead** conversion monitoring is conscientiously carried out; and be sure to send literature and quotations where...

18/3,K/10 (Item 1 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

02370715 115926544

Customer expectation dimensions of voice-to-voice service encounters: a scale-development study

Burgers, Arjan; de Ruyter, Ko; Keen, Cherie; Streukens, Sandra

International Journal of Service Industry Management v11n2 PP: 142-161
2000

ISSN: 0956-4233 JRNL CODE: SIM

WORD COUNT: 7893

...TEXT: limitations impact on further research, they will also be discussed as such in this section.

First , customer **contacts** to the **call** center happen for a variety of reasons, which **lead** customers to have different expectations of the service. This research did not discriminate between situations...

18/3,K/11 (Item 2 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

01309629 99-59025

New technology blossoms in franchise land

Murphy, Cindy

Franchising World v28n5 PP: 20-26 Sep/Oct 1996

ISSN: 1041-7311 JRNL CODE: FRA

WORD COUNT: 2456

...TEXT: prospect-development module, which replaced a less effective offthe-shelf program, helps sales personnel track **leads** by kicking up reminders for **contacts** and **follow - up calls** , and facilitates the mailing of brochures and documents at the appropriate times.

Technological success has...

18/3,K/12 (Item 3 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

00358734 87-17568

Telemarketing: Making Connections

Kreitzman, Leon

Marketing v29n2 PP: 39-40 Apr 9, 1987

ISSN: 0025-3650 JRNL CODE: MAR

...ABSTRACT: themselves to a telemarketing campaign. The quality of the

operators' work should be checked through follow - up calls to
contacts to ensure that leads obtained by operators are qualified.
?

21/3,K/1 (Item 1 from file: 16)
DIALOG(R) File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

08950468 Supplier Number: 77615909 (USE FORMAT 7 FOR FULLTEXT)
IT Professionals.(Information Technology) (Brief Article)
YORGEY, LISA A.
Target Marketing, v24, n8, p55
August, 2001
Language: English Record Type: Fulltext
Article Type: Brief Article
Document Type: Magazine/Journal; Trade
Word Count: 992

... Also, more marketers are using a two-tier approach, sending a
postal piece as a **first contact** and using **email** for the **follow - up**
.

LEAD GENERATORS

IT professionals influence and make purchasing decisions, but these
professional names often are not...

25/3,K/1 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

05196297 Supplier Number: 47928824 (USE FORMAT 7 FOR FULLTEXT)

TODAY'S TROUBLE SHOOTERS

Crecca, Donna Hood
Convenience Store News, p39
August 25, 1997
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 2114

... That puts up roadblocks to efficiency," Johnson noted. 'We've found that 40 percent of **calls** are closed out when they **reach** the **lead** person **first**.'

As retail automation technology continues to expand, so will the role of help desks. However...

25/3,K/2 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

05178744 Supplier Number: 47903164 (USE FORMAT 7 FOR FULLTEXT)

The cost of entry

ENGBRETSON, JOAN
Telephony, pN/A
August 11, 1997
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 2686

... operational data store to provide the most current information to employees who have direct customer **contact**. **Before** an MCI telemarketer makes a **call** to a **lead** pulled from a campaign management mart, that lead is compared with the operational data store...

25/3,K/3 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

14502437 SUPPLIER NUMBER: 84923644 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Letters To The Editor: Customer Contact Crucial to Success Of Web

Mortgages.

American Banker, 6
April 19, 2002
ISSN: 0002-7561 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 221 LINE COUNT: 00022

... consumer leads provided by online mortgage services.
Full customer contact management is not the traditional " **call** center" environment. Full customer **contact** requires timely **follow - up** on Internet mortgage **leads** and intelligent conversations between the potential borrower and the mortgage consultant, and that person at...

25/3,K/4 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

11306048 SUPPLIER NUMBER: 55541009 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Make integrated marketing take off.

Brown, Michael A.

Direct, 11, 10, T14(1)

August, 1999

ISSN: 1046-4174 LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1000 LINE COUNT: 00083

... represent viable account growth opportunities. When you go list shopping, apply the same criteria to **leads** and prospects.

On the phone, position your **first contacts** as "calls of inquiry" to determine whether and how you and your prospect's company may match...

25/3,K/5 (Item 3 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

10718586 SUPPLIER NUMBER: 53449530 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Communication skills: the key to maximizing professional success for science graduates.

Sanger, Alan R.

Canadian Chemical News, 50, 10, 12(2)

Nov-Dec, 1998

ISSN: 0823-5228 LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 2541 LINE COUNT: 00194

... you know who has contacts with the company. Decide on who in the company to **contact**, and then **call** them. **Follow up** good **leads** with a letter and your resume. Don't let it sit there - follow up with...

25/3,K/6 (Item 4 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

05529465 SUPPLIER NUMBER: 11395135 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Telemarketing technology provides niche for visually impaired TSR.

Carpenter, Philip

Telemarketing, v10, n4, p84(2)

Oct, 1991

ISSN: 0730-6156 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 832 LINE COUNT: 00066

... Systems Corporation's telemarketing staff. Working out of his home in Santa Clara, California, Stan **calls** between 80 to 100 **contacts** a day to **follow up leads** on MOZART, an application development tool for DOS and Microsoft Windows. This aggressive telemarketing effort...

25/3,K/7 (Item 1 from file: 621)

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)

(c) 2004 The Gale Group. All rts. reserv.

03254796 Supplier Number: 91043092 (USE FORMAT 7 FOR FULLTEXT)

TOP PRODUCER Systems Announces New 100% Web-Based Upgrade to TOP PRODUCER

Real Estate Sales and Marketing Software.

Business Wire, p0197
Sept 4, 2002
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 421

...
known as TOP PRODUCER 7i SellPhone(TM), that lets TOP PRODUCER 7i users access Internet **leads**, **contacts**, listings, closings, appointments and even **follow - up call** reminders, in real time, from any Internet enabled cell phone.

-- TOP PRODUCER 7i for Palm...

25/3,K/8 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

21955205 (USE FORMAT 7 OR 9 FOR FULLTEXT)
NEW ZEALAND FRONTIERS
NEW ZEALAND PRESS ASSOCIATION
March 26, 2002
JOURNAL CODE: WNZA LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 379

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... 105 more officers for regatta.
Page 3:
Woman and children flee kitchen drug fire.
Duty **calls** for Perks's proud mum.
Wellington **leads** in pay stakes for top bosses.
First oysters expected.
Concert details **contact**.
Toilet paper fire costs thousands.
Oscars to be put in Weta workshop.
Inquiry team looks...

25/3,K/9 (Item 2 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

04995275 (USE FORMAT 7 OR 9 FOR FULLTEXT)
The BizSmart Column, Street Fighter Inc.
Jeff and Marc Slutsky
KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (BIZSMART COLUMN)
April 16, 1999
JOURNAL CODE: KBIZ LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 551

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... out of five on the list were disqualified. That saved our sales people 2,240 **calls** and they had the 260 "semi qualified" **leads** for the **first** initial **contact** from our company. Prior to this, no mention of Street Fighter Marketing was made, nor...
?

28/3,K/1 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

10809558 Supplier Number: 109316088 (USE FORMAT 7 FOR FULLTEXT)
VIEWPOINT: ENSURE YOU ARE UP TO DATA.

Luxon, Matthew
Travel Trade Gazette UK & Ireland, p62
Oct 20, 2003
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 443

... it is obtained and no other.
* You must obtain explicit consent from any new or **potential customers before** sending unsolicited **emails** or text messages, such as marketing promotions.
There are also rules you should follow when...

28/3,K/2 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

10398210 Supplier Number: 100501743 (USE FORMAT 7 FOR FULLTEXT)
How to reduce the stress of e-mail overload.

Seeley, Monica
Computer Weekly, p44
April 8, 2003
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 582

... days when we were trained in how to write business letters and answer the phone? **E - mail** is often the **first** point of contact for a **potential customer** or employee, but how many organisations have any corporate e-mail standards, let alone a...

28/3,K/3 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

09997147 Supplier Number: 90218324 (USE FORMAT 7 FOR FULLTEXT)
H.K. trio caught selling pirated DVDs on eBay. (The World). (Hong Kong) (Brief Article)

Chung, Winnie
Hollywood Reporter, v374, n19, p24(2)
July 19, 2002
Language: English Record Type: Fulltext
Article Type: Brief Article
Document Type: Newspaper; Trade
Word Count: 562

... Wai-ming, commander of the Customs Copyright Investigation Division, said the pirates made contact with **potential clients** and took orders via **e - mail before** mailing out the orders.

"The clients were from the United States, Canada, Australia and the
...

28/3,K/4 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

09129227 Supplier Number: 79547187 (USE FORMAT 7 FOR FULLTEXT)
BRITISH PRINTER: Small ads think big.
Printing World, p35
Oct 22, 2001
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1210

... opportunity of a lifetime and addressing all the essential points is added to the project.

Before the selling begins, an **e - mail** explaining to the **potential customers** that a named ad exec will be calling about the special supplement is sent automatically...

28/3,K/5 (Item 5 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

08109596 Supplier Number: 67539198 (USE FORMAT 7 FOR FULLTEXT)
Online Buying Gets Easier With New Technology -- OFFERING LETS E-MAIL RECIPIENTS INITIATE TRANSACTIONS WITHOUT GOING TO THE WEB. (Company Business and Marketing)

Sweat, Jeff
InformationWeek, p26
Dec 4, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; General Trade
Word Count: 474

... a Web server to process the transaction.

By reducing the number of steps it takes **before potential customers** attracted by an **E - mail** offer can complete a transaction, companies hope to reduce the odds that prospects will lose...

28/3,K/6 (Item 6 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07034703 Supplier Number: 58328603 (USE FORMAT 7 FOR FULLTEXT)
Using Promotion to Expand Your Business: The Importance of Strategy.

MOONEY, WILLIAM T.
Los Angeles Business Journal, v21, n48, p44
Nov 29, 1999
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1027

... Be Consistent and Persistent

It requires at least seven contacts (public speaking, writing, phone, fax, **e - mail**, direct mail or in person) **before potential customers** can begin to understand how a problem-solving and value-adding vendor can help them...

28/3,K/7 (Item 7 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

06385964 Supplier Number: 54789657 (USE FORMAT 7 FOR FULLTEXT)
Take my apps - please; The application outsourcing market appears poised for growth as small to mid-size companies buy into the plan, but larger firms have yet to follow. (Industry Trend or Event)

Mcnamara, Paul
Network World, p1
May 31, 1999

Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 2207

... service offerings will be made. If, however, service providers can overcome the technical reservations of **potential customers** - security and **advanced e-mail** functionality are mentioned often - that market could rise as high as \$2.56 billion, Gartner...

28/3,K/8 (Item 8 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

02081541 Supplier Number: 42692823 (USE FORMAT 7 FOR FULLTEXT)
Getting the product to market proves the hard part
Crain's Detroit Business, p13
Jan 26, 1992
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 764

... send a research report on a certain stock directly from his computer screen to a **potential customer's fax** without printing it **first** on paper.
"They can then discuss the report together," said Robert Stackhouse, president of Power...

28/3,K/9 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

11315104 SUPPLIER NUMBER: 55653466 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Welcome to our web site. Now leave us alone. (company web site) (Editorial)
Heney, Paul J.
Hydraulics & Pneumatics, 52, 8, 4(1)
August, 1999
DOCUMENT TYPE: Editorial ISSN: 0018-814X LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 756 LINE COUNT: 00059

... their web sites may cost their employees a little time, but they still come out **ahead**. So answer those **e-mails**. Why risk alienating a **potential customer**?

28/3,K/10 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

10090415 SUPPLIER NUMBER: 20443087
Dos & don'ts of E-mail marketing.
Resnick, Rosalind
Target Marketing, v21, n1, pS8(1)
Jan, 1998
ISSN: 0889-5333 LANGUAGE: English RECORD TYPE: Abstract

...ABSTRACT: marketing concepts are applicable on the Internet, there are more effective means of getting to **potential customers** on **electronic**

mail . The first step to undertake is to pick a good list of E-mail addresses from a...

28/3,K/11 (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

04067764 Supplier Number: 53539945 (USE FORMAT 7 FOR FULLTEXT)
TOP BANKS SHOW SPEEDY RESPONSES TO ONLINE SOLICITATIONS.
Dattner, Derek
Financial Net News, v4, n1, p1(1)
Jan 4, 1999
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 931

... 15 people and is in operation 24 hours per day, seven days per week. For e - mail received from potential customers , Security First does not normally use telephone follow-ups for fear of scaring off prospects, he said...

28/3,K/12 (Item 2 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

03111656 Supplier Number: 46361474 (USE FORMAT 7 FOR FULLTEXT)
DATA PROTECTION: NEW ON-LINE SERVICES UNDER THREAT, SAY FEDIM AND ICRT
European Report, n2129, pN/A
May 4, 1996
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 385

... telecommunications networks.
The ICRT and FEDIM contest the Directive's requirement that companies obtain a potential customer 's consent before sending a fax , e - mail or interactive television transmission. They also object to restrictions on directories (the proposal gives subscribers...

28/3,K/13 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 The Gale Group. All rts. reserv.

4165192 Supplier Number: 109316088 (USE FORMAT 7 OR 9 FOR FULLTEXT)
VIEWPOINT: ENSURE YOU ARE UP TO DATA.

Travel Trade Gazette UK & Ireland, p 62
October 20, 2003
DOCUMENT TYPE: Journal ISSN: 0262-4397 (United Kingdom)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 406

(USE FORMAT 7 OR 9 FOR FULLTEXT)*

TEXT:
...it is obtained and no other.

* You must obtain explicit consent from any new or **potential customers** **before** sending unsolicited **emails** or text messages, such as marketing promotions.

There are also rules you should follow when...

28/3,K/14 (Item 2 from file: 9)

DIALOG(R)File 9:Business & Industry(R)
(c) 2004 The Gale Group. All rts. reserv.

3023399 Supplier Number: 03023399 (USE FORMAT 7 OR 9 FOR FULLTEXT)
CSN 382-04 Yikes! dBase Redux
(dBase begins offering dB2K, new version of dBase relational database that
uses Dynamic External Objects peer-to-peer external object model)
Client Server News, p N/A
January 08, 2001
DOCUMENT TYPE: Newsletter (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 558

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...the company saw fit to "announce" its new product on Christmas Eve, a few days **before** it shipped, in a curious **e - mail** to **potential customers** that used the kind of anonymous return address - in the case of dBase a yahoo...

28/3,K/15 (Item 3 from file: 9)

DIALOG(R)File 9:Business & Industry(R)
(c) 2004 The Gale Group. All rts. reserv.

2987398 Supplier Number: 02987398 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Online Buying Gets Easier With New Technology -- OFFERING LETS E-MAIL
RECIPIENTS INITIATE TRANSACTIONS WITHOUT GOING TO THE WEB
(Zagat.com will begin E-mail marketing campaign using new technology that
lets customers initiate transactions from within E-mail itself; campaign
will be hosted by Bigfoot Interactive)
Information Week, p 26
December 04, 2000
DOCUMENT TYPE: Journal ISSN: 8750-6874 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 414

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

By reducing the number of steps it takes **before potential customers** attracted by an **E - mail** offer can complete a transaction, companies hope to reduce the odds that prospects will lose...

28/3,K/16 (Item 1 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

02100280 65012057
Online buying gets easier with new technology

Sweat, Jeff
Informationweek n815 PP: 26 Dec 4, 2000
ISSN: 8750-6874 JRNL CODE: IWK
WORD COUNT: 444

...TEXT: a Web server to process the transaction.

By reducing the number of steps it takes **before potential customers** attracted by an **E - mail** offer can complete a transaction, companies hope to reduce the odds that prospects will lose...

28/3,K/17 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01707871 03-58861

Tomorrow's technology: Four ways to increase a Web site's strategic value
Asteroff, Janet; Fleming, Maureen
Forbes vln1 (Executive Edge Supplement) PP: 6-7 Sep 1998
ISSN: 0015-6914 JRNL CODE: FBR
WORD COUNT: 849

...TEXT: onto the Web.

Level 3 sites may feature lively on-line communities where current and **potential customers** meet. Electronic transactions, **e - mail**-based customer service, **advanced** search techniques, and more sophisticated ways to personalize the Web site for customer convenience all...

28/3,K/18 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01400134 00051121

The Flexible Enterprise

Hanage, Richard

International Small Business Journal v15n2 PP: 115-118 Jan/Mar 1997

ISSN: 0266-2426 JRNL CODE: IOG

WORD COUNT: 1261

...TEXT: his own strength on the Internet to launch a new product to a swathe of **potential customers** for whom he had **e - mail** addresses. He had the **first** order in four minutes and had shipped it by mail in a further 20 minutes...

28/3,K/19 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

28843284 (USE FORMAT 7 OR 9 FOR FULLTEXT)

3 E-Mail Providers Join Spam Fight

Jonathan Krim

NEWSBYTES

April 28, 2003

JOURNAL CODE: FNEW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 801

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... products for body enhancements.
In this view, marketers should never be allowed to send commercial e
- mail unless potential customers have first requested the mail.
This opt-in notion contrasts with general industry practice, including AOL,
Microsoft...

28/3,K/20 (Item 2 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

09376225 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Promoting Internet services
Jai Shankar
COMPUTIMES (MALAYSIA)
January 27, 2000
JOURNAL CODE: FCOM LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 876

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... services that can help serve clients' needs better.
A typical day at work is to first check his electronic mail (e
- mail) from clients and potential clients . "After replying them, I
try to arrange for appointments.
I generally meet about three clients...

28/3,K/21 (Item 1 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 2004 McGraw-Hill Co. Inc. All rts. reserv.

01017088
Tearful dead pet owners beg for new leash on life
Biotechnology Newswatch June 7, 1999; Pg 1; Vol. 16, No. 23
Journal Code: BIO ISSN: 0275-3687
Word Count: 1,239 *Full text available in Formats 5, 7 and 9*

BYLINE:
By Mike Pezzella

TEXT:
...a too dead pet is a waste of money.
Hawthorne said he often exchanges several e - mails with a potential
customer before he discovers that the pet in question has been dead
and buried for years. Or...

28/3,K/22 (Item 1 from file: 619)
DIALOG(R)File 619:Asia Intelligence Wire
(c) 2004 Fin. Times Ltd. All rts. reserv.

05527930 IHMKWAB8AIW (USE FORMAT 7 FOR FULLTEXT)
TECHNOLOGY TRENDS: POSSIBILITIES ARE ENDLESS ON THE WORLD WIDE WEB
ASIA COMPUTER WEEKLY
Thursday, July 30, 1998
JOURNAL CODE: ACW LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 725

...they place an order. Level 3 sites typically feature lively online communities where current and **potential customers** meet. Electronic transactions, **e - mail** -based customer service, and **advanced search** techniques all create a high degree of customer comfort and interaction.

Level 4: Business...

28/3,K/23 (Item 1 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

1004491 99-67516

Architects make mark on international skyline

Costello, Jan R

Atlanta Business Chronicle (Atlanta, GA, US), V21 N22 pB24

PUBL DATE: 981106

WORD COUNT: 1,164

DATLINE: Atlanta, GA, US, South Atlantic

TEXT:

...fly to Miami to shop, Berlin said.

Internet boosts productivity

Berlin keeps in touch with **potential clients** through **e - mail** , and technological **advances** have made it possible for design firms to work 24 hours a day.

"If I...

28/3,K/24 (Item 1 from file: 647)
DIALOG(R)File 647:CMP Computer Fulltext
(c) 2004 CMP Media, LLC. All rts. reserv.

01227864 CMP ACCESSION NUMBER: IWK20001204S0019

**Online Buying Gets Easier With New Technology - OFFERING LETS E-MAIL
RECIPIENTS INITIATE TRANSACTIONS WITHOUT GOING TO THE WEB**

JEFF SWEAT

INFORMATIONWEEK, 2000, n 815, PG26

PUBLICATION DATE: 001204

JOURNAL CODE: IWK LANGUAGE: English

RECORD TYPE: Fulltext

SECTION HEADING: TOP OF THE WEEK

WORD COUNT: 431

... a Web server to process the transaction.

By reducing the number of steps it takes **before potential customers** attracted by an **E - mail** offer can complete a transaction, companies hope to reduce the odds that prospects will lose...
?

31/3,K/1 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

10996039 SUPPLIER NUMBER: 54516994 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Making call-center voices smile: a business case for better training. (includes related articles on call centers) (Cover Story)
Stuller, Jay
Training, 36, 4, 26(7)
April, 1999
DOCUMENT TYPE: Cover Story ISSN: 0095-5892 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 4205 LINE COUNT: 00322

... the way employees are treated influences the way they deal with customers.

The thing is, call centers increasingly are a company's first line of contact with current and potential customers. In essence, they're a firm's public heart and soul.

At a time when...

31/3,K/2 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

02385860 115927327
Blind date: a case study of mentoring as workplace learning
Dymock, Darryl
Journal of Workplace Learning v11n8 PP: 312-317 1999
ISSN: 1366-5626 JRNL CODE: EMC
WORD COUNT: 3180

...TEXT: either acting team leaders or have been identified as potential leaders in the company's "call-centres", the first point of public telephone contact for potential customers. The leadership program is the responsibility of a senior trainer and has a full-time...

31/3,K/3 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00769229 94-18621
Power partnerships
Matusky, Gregory
Success v40n8 PP: 60-67 Oct 1993
ISSN: 0745-2489 JRNL CODE: SCS
WORD COUNT: 1882

...TEXT: before getting a shot."

Lowe broke down the sales process into these steps:

Make a cold call for your first contact with a potential client. Gather intelligence about the company and determine who is responsible for making decisions to buy...

31/3,K/4 (Item 1 from file: 635)

DIALOG(R)File 635:Business Dateline(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

0041067 87-19780

Needs of First Meridian's Customers Varied, but Advice Sounded the Same
Stoneman, Bill

Capital District Business Review (Albany, NY, US), V14 N29 s1 p1

PUBL DATE: 871102

WORD COUNT: 4,091

DATELINE: Colonie, NY, US

TEXT:

...a \$20,000 coin portfolio, he paid \$5,000 down and \$7,000 in interest.

First Meridian salesman usually initiated **contact** with **potential clients** with a **telephone call**. When prospects were willing, salesmen visited their homes, where personal financial information was gathered from

...
?

33/3,K/1 (Item 1 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

0041067 87-19780

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First Meridian salesman usually initiated **contact** with **potential clients** with a **telephone call**. When prospects were willing, salesmen visited their homes, where personal financial information was gathered from ...
?

File 16:Gale Group PROMT(R) 1990-2004/Jul 19
 (c) 2004 The Gale Group
 File 148:Gale Group Trade & Industry DB 1976-2004/Jul 19
 (c)2004 The Gale Group
 File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
 File 275:Gale Group Computer DB(TM) 1983-2004/Jul 19
 (c) 2004 The Gale Group
 File 621:Gale Group New Prod.Annou.(R) 1985-2004/Jul 19
 (c) 2004 The Gale Group
 File 636:Gale Group Newsletter DB(TM) 1987-2004/Jul 19
 (c) 2004 The Gale Group
 File 9:Business & Industry(R) Jul/1994-2004/Jul 16
 (c) 2004 The Gale Group
 File 15:ABI/Inform(R) 1971-2004/Jul 16
 (c) 2004 ProQuest Info&Learning
 File 20:Dialog Global Reporter 1997-2004/Jul 19
 (c) 2004 The Dialog Corp.
 File 95:TEME-Technology & Management 1989-2004/Jun W1
 (c) 2004 FIZ TECHNIK
 File 476:Financial Times Fulltext 1982-2004/Jul 19
 (c) 2004 Financial Times Ltd
 File 610:Business Wire 1999-2004/Jul 17
 (c) 2004 Business Wire.
 File 613:PR Newswire 1999-2004/Jul 17
 (c) 2004 PR Newswire Association Inc
 File 624:McGraw-Hill Publications 1985-2004/Jul 15
 (c) 2004 McGraw-Hill Co. Inc
 File 634:San Jose Mercury Jun 1985-2004/Jul 17
 (c) 2004 San Jose Mercury News
 File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
 File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc

Set	Items	Description
S1	414938	(SALE OR SALES OR BUSINESS) (5N) (LEAD OR LEADS OR PROSPECT - OR PROSPECTS)
S2	197670	POTENTIAL() (CUSTOMER? ? OR CLIENT? ?)
S3	3710913	((ANNOUNC? OR NOTIFICATION? OR NOTIFY OR NOTIFIES OR INTRODUCTION? OR CONTACT? ? OR CONTACTING OR INTRODUCTION? OR INTRODUC? ?) (5N) (E OR ELECTRONIC) ()MAIL? OR EMAIL? OR FAX OR FACSIMILE?)
S4	409	(COLD() (CALL OR CALLS OR CALLING) (5N) (ANNOUNC? OR NOTIFICATION? OR NOTIFY OR NOTIFIES OR INTRODUCTION? OR CONTACT? ? OR CONTACTING OR INTRODUCTION? OR INTRODUC? ?))
S5	3	AU=(SCHULTZE, A? OR SCHULTZE A?)
S6	563	S1(3N)S3
S7	0	S6(S) (COLD()CALL?)
S8	380	S6 NOT LEAD
S9	344	S8 NOT NEWSLETTER?
S10	256	S9 NOT PROSPECT?
S11	327477	(SALE OR SALES OR BUSINESS) (3N) (LEAD OR LEADS OR PROSPECT - OR PROSPECTS)
S12	467	S11(3N)S3
S13	357	S12 NOT PROSPECT?
S14	342	S13 NOT NEWSLETTER?
S15	294	S14 NOT GENERATE?
S16	14	S1(S)S4
S17	9	RD (unique items)
S18	3662417	((ANNOUNC? OR NOTIFICATION? OR NOTIFY OR NOTIFIES OR INTRO-

DUCTION? OR CONTACT? ? OR CONTACTING OR INTRODUCTION? OR INTR-
 ODOC? ?) (3N) (E OR ELECTRONIC) ()MAIL? OR EMAIL? OR FAX OR FACS-
 IMILE?)

S19	457	S11(3N)S18
S20	334	S19 NOT (NEWSLETTER? OR PROSPECT?)
S21	291	S20 NOT GENERATE?
S22	127	S21 NOT (FAX ()SALES)
S23	82	S22 NOT PY>2000
S24	35	RD (unique items)
S25	270	S2(3N)S18
S26	270	S25 NOT S24
S27	189	S26 NOT (NEWSLETTER? OR PROSPECT? OR GENERATE?)
S28	71	S27 NOT PY>2000
S29	50	RD (unique items)
S30	13	S2(S)S4
S31	13	S30 NOT (S24 OR S29)
S32	11	RD (unique items)
S33	0	S1(S)S5

24/3,K/1 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07798107 Supplier Number: 65168892 (USE FORMAT 7 FOR FULLTEXT)
Free Online Resource Directory of e-Commerce and eCRM Services Launched Today by Data Instincts.
Business Wire, p2730
Sept 12, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 334

... of topics under the CRM umbrella such as Online Marketing, Data Mining, Help Desk, Research, **Lead** Generation, Lists, **Sales** Force Automation (SFA), **Email** broadcasting, and much more. Data Instincts has evaluated, screened and corralled these products into one...

24/3,K/2 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07788972 Supplier Number: 65096664 (USE FORMAT 7 FOR FULLTEXT)
Soffront Software, Inc. Introduces Version 6.0 of the Popular Web Based CRM Software - Trackweb(R).
PR Newswire, pNA
Sept 8, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 951

... existing defect via the web. In addition, TRACKWeb provides functionality to create issues, tickets and **sales leads** via an **email**, providing complete flexibility in collecting critical information from remote sources.

TRACKWeb offers integration with TRACK...

24/3,K/3 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07653823 Supplier Number: 63762653 (USE FORMAT 7 FOR FULLTEXT)
SuperSig Teams With eFusion to Equip Email Messages With the Power of Voice.
PR Newswire, pNA
July 31, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 714

... the online shopping experience and can enhance other aspects of online business strategies, including online **sales lead** verification and fulfillment, **email** marketing and banner advertising. A simple "push" of a button, or URL, gives consumers a...

24/3,K/4 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

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07193002 Supplier Number: 61400426 (USE FORMAT 7 FOR FULLTEXT)
B2Lab and ePublicEye.com Launch Next Generation B2B/B2C Exchange.

PR Newswire, p9169

April 7, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 883

... Juan, co-founder of ePublicEye.com. "On the other hand, registered vendors get high quality **sales leads** delivered to their **email** boxes at a cost far below what is typically spent on new customer acquisition. I ...

24/3,K/5 (Item 5 from file: 16)

DIALOG(R) File 16:Gale Group PROMT(R)

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07188007 Supplier Number: 61380721 (USE FORMAT 7 FOR FULLTEXT)
Strategy.com Announces 12 New Companies Join The World's First Personal Intelligence Network.

PR Newswire, p4032
April 7, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 2568

... place.

The site provides a contact management calendar, sales knowledge center, small business center, free **email** for life, **sales leads**, **sales** productivity tools, industry research, the best sales jobs, a directory of executive recruiters, a travel...

24/3,K/6 (Item 6 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06904716 Supplier Number: 58429742 (USE FORMAT 7 FOR FULLTEXT)
Pragmatech Software Takes Minority Stake in rfpMarket.com.
Business Wire, p1264
Jan 3, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 415

... quick and easy way to contact multiple vendors, it also enables vendors to receive new **business leads** effortlessly over **email**," said John Immel, CEO of rfpMarket.com. "Pragmatech has great experience in automating the RFP...

24/3,K/7 (Item 7 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06636497 Supplier Number: 55755739 (USE FORMAT 7 FOR FULLTEXT)
RequestAmerica.com Launches Small Business Online Service Offering Hot Sales Leads for Free.
Business Wire, p0435
Sept 15, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 707

... qualifications,
products, services, special skills, plus an optional link
back to their Web site. -- Free **e-mail notification of sales leads** and bid opportunities
that match a member company's profile. -- Commercial sales leads in the...

24/3,K/8 (Item 8 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06357624 Supplier Number: 54695719 (USE FORMAT 7 FOR FULLTEXT)
Embracing Speed. (increasing business pace affects small firms)
Buss, Dale D.
Nation's Business, v87, n6, p12

June, 1999

Language: English Record Type: Fulltext Abstract
Document Type: Magazine/Journal; General Trade
Word Count: 4356

... we'll do it in 45 days or less." And staffers must respond to any **sales lead** --via the Internet, **fax**, or phone--within an hour of receiving it.

"We're becoming a model for the...

24/3,K/9 (Item 9 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
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06285276 Supplier Number: 54435629 (USE FORMAT 7 FOR FULLTEXT)
Internet Export Service a Hit With UK Companies.

Business Wire, p1359

April 21, 1999

Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 468

... around the world using Internet technology - an increase of more than 250% on the previous **fax**-based **sales leads** service, which had just over 2,400 users.

Dialog was awarded the contract to operate...

24/3,K/10 (Item 10 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
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06085724 Supplier Number: 53606406 (USE FORMAT 7 FOR FULLTEXT)
Media Insight The National Law Journal.

PR News, v55, n3, pNA

Jan 18, 1999

Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 469

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...Deal of the Week covers any mergers taking place and lawyers behind the deals. EDITORS/ **LEAD** TIME: **Business** Editor, Ellen Rosen, **Fax** : 212/481-7923, Phone: 917/256-2116, email: erosennlj@aol.com Lead Time: one week...

24/3,K/11 (Item 11 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
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05846555 Supplier Number: 50363023 (USE FORMAT 7 FOR FULLTEXT)
Media Insight: The Plain Dealer

Healthcare PR & Marketing News, v7, n20, pN/A

Oct 1, 1998

Language: English Record Type: Fulltext
Article Type: Article
Document Type: Newsletter; Trade
Word Count: 428

... local angle on managed care trends and policies. However, hospital coverage primarily is local.

EDITORS/ **LEAD** TIME: **Business Reporter**, Diane Solov, **Fax** : 216/999-6355, Phone: 216/999-4800

METHODS: Faxing or mailing story ideas to the...

24/3,K/12 (Item 12 from file: 16)

DIALOG(R) File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

05771921 Supplier Number: 50260021 (USE FORMAT 7 FOR FULLTEXT)
Analog Devices' Single-Chip Modem Enables New Remote Access Product Development

PR Newswire, p824NYM015
August 24, 1998
Language: English Record Type: Fulltext
Article Type: Article
Document Type: Newswire; Trade
Word Count: 1109

... 704-8109, or fax, 212-768-1027; Readers: Analog Devices, Inc.,
800-262-5643, or **fax** , 800-446-6212; **Sales Leads** Faxed to
781-461-3700/

/Web site: <http://www.analog.com/ras/>
/Web site: [http...](http://www.analog.com/ras/)

24/3,K/13 (Item 13 from file: 16)

DIALOG(R) File 16:Gale Group PROMT(R)
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05510647 Supplier Number: 48349415 (USE FORMAT 7 FOR FULLTEXT)
Novell To Improve Sales Processes With Siebel Sales Enterprise.

Business Wire, p03110463
March 11, 1998
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 638

... to qualification to sales close.

Prior to implementing its Siebel solution, Novell telesales personnel forwarded **sales leads** via phone, **fax** , e-mail, and other internal application solutions. Now, with Siebel Sales Enterprise, qualified sales leads...

24/3,K/14 (Item 14 from file: 16)

DIALOG(R) File 16:Gale Group PROMT(R)
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04834540 Supplier Number: 47113498 (USE FORMAT 7 FOR FULLTEXT)
CR-R writes bright future for channel: Array of easy-to-use authoring, backup, archiving tools provide choices for resellers

Correia, Edward J.
Computer Reseller News, p99
Feb 10, 1997
Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade
Word Count: 1568 .

... aside about the minor holes in its channel program-such as a lack of a **fax** -back service, general **business** training and a **lead** -passing program, which are not terribly costly endeavors for a worldwide company-Philips clearly understands...

24/3,K/15 (Item 15 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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04126064 Supplier Number: 46021099 (USE FORMAT 7 FOR FULLTEXT)
TECHMAR COMMUNICATIONS ORGANIZED TO PROVIDE MARKETING SUPPORT SERVICES TO TECHNOLOGY COMPANIES
PR Newswire, p1221NETH007
Dec 21, 1995
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 357

... able to organize and manage themselves.
Included, he said, are marketing, database creation, maintenance services, **sales lead** management, literature fulfillment, **fax** on demand services, seminar registration, and direct marketing support services.
"Several factors distinguish us from...

24/3,K/16 (Item 16 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

03897441 Supplier Number: 45613999 (USE FORMAT 7 FOR FULLTEXT)
SYMBOL TO COMMUNICATE VIA WEB PAGE
Computer Reseller News, p129
June 19, 1995
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 441

... with what we're doing internally and also with the time it took to receive **sales leads** via **fax** and E-mail,' Jaworski said.
'Leads will now be forwarded by each of the three...

24/3,K/17 (Item 17 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

03878009 Supplier Number: 45573360 (USE FORMAT 7 FOR FULLTEXT)
INTERNATIONAL CALLBACK
Computer Telephony, p94
June, 1995
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 272

... comes with 10 ready-to-use voice/fax applications, including dial

and deliver, dealer locator, **sales** lead capture, **fax** broadcast, **fax** on demand, info desk, order desk, fax server, price and availability and voice mail.

24/3,K/18 (Item 18 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

02627518 Supplier Number: 43496827 (USE FORMAT 7 FOR FULLTEXT)
DESTINATION FOCUS: Chicago
Business Travel News, p12
Dec 1, 1992
Language: English Record Type: Fulltext
Document Type: Tabloid; Trade
Word Count: 464

... can refer the meeting planner/customer to the 'Team Chicago' hotline (312-567-8551) or **fax** a **lead** to the bureau. **Sales** staff at the bureau works directly with the planner and promptly distributes lead sheets to...

24/3,K/19 (Item 19 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

02599751 Supplier Number: 43454087 (USE FORMAT 7 FOR FULLTEXT)
THE CHANNEL VIEW: GRAPHICS ACCELERATOR CARDS
Computer Reseller News, p114
Nov 16, 1992
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1319

... POLICING Serial number tracking

RESELLER SUPPORT	Toll tech support line; CompuServe; in-house bulletin board; fax -back service; team sales ; sales training
LEAD GENERATION	Direct to resellers; advertised number; reader-response cards; trade shows
VOLUME DISCOUNTS ...number tracking;	Distributor-dependent... mystery shopper
RESELLER SUPPORT	Toll tech support line; in-house bulletin board; CompuServe; fax -back service; team sales ; field sales reps
LEAD GENERATION	Authorized resellers; advertised number; trade shows; reader-response cards; direct mail; purchased database leads...

24/3,K/20 (Item 20 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

01400171 Supplier Number: 41668721 (USE FORMAT 7 FOR FULLTEXT)
PC Craft rolls out Red Seal/Gold Seal program
Computer Reseller News, p219
Nov 12, 1990
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 464

... Corp. The program enables VARs to purchase demonstration systems at reduced prices and receive local **sales leads** via telephone, **fax** and PC Craft's VAR bulletin-board service.
The program also provides VARs with access...

24/3,K/21 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

09306706 SUPPLIER NUMBER: 19118308 (USE FORMAT 7 OR 9 FOR FULL TEXT)
CD-R writes bright future for channel. (reviews of 12 CD-Recordable drives)
(includes related articles on CD storage market, advantages of optical discs, error correction) (includes related product-comparison charts)
(Hardware Review) (Evaluation)
Correia, Edward J.
Computer Reseller News, n722, p103(8)
Feb 10, 1997
DOCUMENT TYPE: Evaluation ISSN: 0893-8377 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 1694 LINE COUNT: 00135

... aside about the minor holes in its channel program-such as a lack of a **fax** -back service, general **business** training and a **lead** -passing program, which are not terribly costly endeavors for a worldwide company-Philips clearly understands...

24/3,K/22 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

08011902 SUPPLIER NUMBER: 17257368 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Symbol to communicate via Web page. (Symbol Technologies Inc using Internet Home Page to communicate with value-added resellers)
Grace, Tim
Computer Reseller News, n635, p129(1)
June 19, 1995
ISSN: 0893-8377 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 465 LINE COUNT: 00040

... with what we're doing internally and also with the time it took to receive **sales leads** via **fax** and E-mail," Jaworski said.
"Leads will now be forwarded by each of the three...

24/3,K/23 (Item 3 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

05894917 SUPPLIER NUMBER: 12302406 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Micro Logic to offer Windows version of PIM. (Micro Logic Corp.'s Info
Select for Windows personal information management system) (Brief
Article) (Product Announcement)**

Rooney, Paula

PC Week, v9, n26, p52(1)

June 29, 1992

DOCUMENT TYPE: Product Announcement

ISSN: 0740-1604

LANGUAGE:

ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 154 LINE COUNT: 00011

... a set of 14 standard forms such as purchase orders, project
planning, to-do lists, **sales - leads** forms and **fax** cover sheets.

Info Select is based on a "notebook stack" metaphor, in which users
can...

24/3,K/24 (Item 4 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

05547828 SUPPLIER NUMBER: 11710915 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Alitalia opens prima class terminal; new Rome facility caters to int'l
business travelers. (Business Travel Update)**

Blum, Ernest

Travel Weekly, v51, n1, p12(1)

Dec 30, 1991

ISSN: 0041-2082

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 508 LINE COUNT: 00041

... room also provides access to an office with a work station,
personal computer, telephone and **fax** machines.

An escalator **leads** from the **Business** Class Terminal directly to
the main concourse, which includes restaurants and duty-free shops.

Passengers...

24/3,K/25 (Item 1 from file: 160)

DIALOG(R)File 160:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

02410410

Boards set to take off

Communications International December, 1989 p. 35-36

ISSN: 0305-2109

...were sold around the globe in 1989. However, Europe represented less
than 20% of the **fax** board **sales**. UK **leads** the European **fax** board
market (+50% of 1989 unit sales), followed by Scandinavia and France. The
different fax...

24/3,K/26 (Item 1 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

01422755 SUPPLIER NUMBER: 10430550 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The data exchange. (electronic data interchange)
Dysart, Joe
DG Review, v11, n9, p37(2)
March, 1991
ISSN: 1050-9127 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1187 LINE COUNT: 00093

... EDI/fax is little more than academic. Eastman Kodak, for example, is already using EDI/ **fax** to speed **leads** to its **sales** and marketing staffs. And at General Electric's credit center, EDI/fax is used to...

24/3,K/27 (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

04868799 Supplier Number: 68281381 (USE FORMAT 7 FOR FULLTEXT)
Plumtree broadens e-business intelligence solutions support; Plumtree Corporate Portal 4.0 now supports Business Objects, Cognos, MicroStrategy business intelligence solutions; Improved access to information enhances decision-making, enabling joint customers to optimise business performance.
M2 Presswire, pNA
Dec 20, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 999

... components that embed key information and services from enterprise applications and Internet sites - such as **sales leads**, industry news or **email** messages. The integration of all the leading e-Business Intelligence solutions as Plumtree Gadgets in...

24/3,K/28 (Item 2 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

04041801 Supplier Number: 53410494 (USE FORMAT 7 FOR FULLTEXT)
Media Insight Atlanta Journal-Constitution.
PR News, v54, n49, pNA
Dec 14, 1998
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 685

... and development stories. Ideas that highlight the business growth in Atlanta are hot topics.

EDITORS/ **LEAD TIME: Business** Editor Susan Wells **email :** swells@ajc.com Phone: 404/526-5322 Lead Time: one week; for breaking news, send...

24/3,K/29 (Item 3 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

03843372 Supplier Number: 48354059 (USE FORMAT 7 FOR FULLTEXT)
SIEBEL SYSTEMS: Novell to improve sales processes with Siebel Sales

Enterprise

M2 Presswire, pN/A
March 13, 1998
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 651

... to qualification to sales close. Prior to implementing its Siebel solution, Novell telesales personnel forwarded **sales leads** via phone, **fax**, e-mail, and other internal application solutions. Now, with Siebel Sales Enterprise, qualified sales leads...

24/3,K/30 (Item 4 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

02625346 Supplier Number: 45313129 (USE FORMAT 7 FOR FULLTEXT)

SELLING MORE PRODUCT WITH FAX-ON-DEMAND

Interactive Marketing News, v2, n3, pN/A
Feb 3, 1995

Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 703

... one follow-up. Phase 7: VWR tracks the sales reps' response and effectiveness with the **sales lead**.

VWR wants its **fax** services in use, so in phase 8 it added a toll-free 800 FOD number...

24/3,K/31 (Item 1 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01386202 00-37189

Philips Easy Writer

Anonymous

Computer Reseller News n722 PP: 103, 108 Feb 10, 1997
ISSN: 0893-8377 JRNL CODE: CRN
WORD COUNT: 726

...TEXT: aside about the minor holes in its channel program-such as a lack of a **fax**-back service, general **business** training and a **lead**-passing program, which are not terribly costly endeavors for a worldwide company-Philips clearly understands...

24/3,K/32 (Item 2 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01005624 96-55017

Numbers game

McConville, Daniel J

World Trade v8n2 PP: 34-44 Mar 1995
ISSN: 1054-8637 JRNL CODE: WLD
WORD COUNT: 3187

...TEXT: office, Showalter learned that it wasn't always necessary to

travel offshore to pursue offshore sales leads . "Thanks to the fax , it's a lot easier to communicate these days," she says, "and we found that ...

24/3,K/33 (Item 1 from file: 810)
DIALOG(R)File 810:Business Wire
(c) 1999 Business Wire . All rts. reserv.

0470360 BW1063

INTERNET SLTNS RLTY.NET: Realty.Net Offers Internet Access to Real Estate Information; NETCOM and Realty.Net to Jointly Distribute Products

March 14, 1995

Byline: Business Editors

...category. They also receive education on use of the Internet, industry-specific news, statistics and sales leads via email direct response, Internet access through NETCOM, and other services.

Membership pricing is based on a...

24/3,K/34 (Item 2 from file: 810)
DIALOG(R)File 810:Business Wire
(c) 1999 Business Wire . All rts. reserv.

0381204 BW698

MULTIMEDIA COMMUN TRAIN: Multimedia Communication and Training releases Turbo Desk II sales and marketing system

January 25, 1994

Byline: Business Editors

...Desk II sales and marketing system.

The product features CD-Rom marketing, business card scanning, email sales lead distribution and electronic quotes.

Integrated CD-Rom database marketing allows pin-point market sizing and...

...people in just one day and have them sending automated electronic quotes, sending and receiving sales leads via email , and conversing with each

other singly and in groups," said Sandra Hiland, general manager.

Turbo...

24/3,K/35 (Item 1 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

1047425 NEF007
VirtuFlex Launches Application Template-Paks

DATE: January 24, 1997 11:50 EST WORD COUNT: 488

...surveys.

-- Internet Outbound Fax System -- Web based fax back system.

-- Lead Capture System -- Web site **leads** are **emailed** to **sales**
representatives. Each **lead** is added as a record to a flat file
which
can be imported into a...
?

29/3,K/1 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07588924 Supplier Number: 63555725 (USE FORMAT 7 FOR FULLTEXT)
Network Commerce's Registered Member Base Hits 2 Million.
PR Newswire, pNA
July 19, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 620

... in advertising and online marketing-related revenue.
"Businesses are looking for better ways to reach **potential customers**, and **email** and online marketing campaigns can be very effective," said Dwayne Walker, chairman and chief executive...

29/3,K/2 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07366044 Supplier Number: 59361493 (USE FORMAT 7 FOR FULLTEXT)
Passaic Promotes Net Emails. (Passaic Parc) (Brief Article)
Wiley, Lauren
ADWEEK New England Advertising Week, v36, n47, p4
Nov 22, 1999
Language: English Record Type: Fulltext
Article Type: Brief Article
Document Type: Magazine/Journal; Trade
Word Count: 200

... specializes in permission-based email programs targeting the burgeoning ranks of online consumers.
Permission-based **emails** are not indiscriminate; **potential customers** choose to receive the messages.
"We don't believe in blanketing the world," Rosenthal said...

29/3,K/3 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

06697522 Supplier Number: 56006059 (USE FORMAT 7 FOR FULLTEXT)
Inabyte Introduces InaEmailCheck; Active-X Component Instantly Tests Status of Email Addresses.
PR Newswire, p0296
Oct 5, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 435

... databases up to date. Plus, by having the ability to determine the status of a **potential customer's email** address, online companies can cut down on input errors, improve communications and reduce the likelihood ...

29/3,K/4 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2004 The Gale Group. All rts. reserv.

06620632 Supplier Number: 55697947

Advertisers fear Web surfers aren't paying attention. (Internet/Web/Online Service Information)

Kong, Deborah

San Jose Mercury News, pC1(2)

Sept 7, 1999

Language: English Record Type: Abstract

Document Type: Newspaper; General Trade

ABSTRACT:

...be tuning banner ads out, and consequently, are experimenting with new advertising techniques. For example, **e - mails notify potential customers** about new product releases, or offer discounts or valuable coupons. Advertisers are also experimenting with...

29/3,K/5 (Item 5 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

06140713 Supplier Number: 53904983 (USE FORMAT 7 FOR FULLTEXT)
Hasbro plays games via e-mail.
SCALLY, ROBERT
Discount Store News, p49(1)
Feb 8, 1999
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 479

... more than 60 million U.S. residents are currently estimated to use the Internet--the **potential customer** reach for **Email** Games is much larger than almost any other type of computer or video game.
Hasbro...

29/3,K/6 (Item 6 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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05797433 Supplier Number: 50288677 (USE FORMAT 7 FOR FULLTEXT)
'Magic of Mexico' Seminars
Arellano, Luisa Esquiroz
Travel Agent, pM32
August 24, 1998
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 461

... 755-7261.
The Travel Mexico Hotline (800-44-MEXICO) serves as a data source on **potential clients**.
Fax Me Mexico (**fax** 541-385-9282) was recently updated and improved. A Mexico tourism Web site [mexico travel...

29/3,K/7 (Item 7 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

05719688 Supplier Number: 50194241
Spare-part business keeps aircraft flying high in sky.
Kennedy, Mike
Kansas City Star (MO), pA1
July 6, 1998
Language: English Record Type: Abstract
Article Type: Article
Document Type: Newspaper; Trade

ABSTRACT:
...one of the biggest airplane salvage businesses in the US. White is usually contacted by **potential clients** through e-mail, **fax**, or telephone. Less than 1% are simply walk-in customers, stated White. White Industries currently...

29/3,K/8 (Item 8 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

05709512 Supplier Number: 50168881 (USE FORMAT 7 FOR FULLTEXT)
Network Associates Wins HelpDesk Implementation for Australian National University

PR Newswire, p0715SFW084
July 15, 1998
Language: English Record Type: Fulltext
Article Type: Article
Document Type: Newswire; Trade
Word Count: 651

... overcomes these compatibility problems by allowing the University to deliver the HelpDesk via the Web. **Email** will provide **potential clients** with greater access to the call management system, while giving the University greater flexibility in...

29/3,K/9 (Item 9 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

05614191 Supplier Number: 48495057 (USE FORMAT 7 FOR FULLTEXT)
New Image
Computer Reseller News, p67
May 25, 1998
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 71

(USE FORMAT 7 FOR FULLTEXT)
TEXT:
...designed for Minolta's Pageworks line of laser printers. Minolta will provide qualified resellers with **potential customers** through **E - mail** and will **contact** or visit resellers to provide product information, training, promotions and incentives.

29/3,K/10 (Item 10 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

05330021 Supplier Number: 48111216
Faxing on the Net.
Dalton, Richard J.
Newsday, pF8
Nov 9, 1997
Language: English Record Type: Abstract
Document Type: Newspaper; Trade

ABSTRACT:
American Design Component Inc., of New Jersey, is using the Internet to **fax potential clients**. The excess inventory purchasing company used to fax thousands of companies overnight, seeking customers. Now...

29/3,K/11 (Item 11 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

04992126 Supplier Number: 47332376 (USE FORMAT 7 FOR FULLTEXT)

ProcurLink helps search process

Liotta, Bettyann

Electronic Buyers' News, p086

April 28, 1997

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 761

... more than 350 potential buyers pop up. The user can then instruct

the software to **fax** each **potential customer** .

"There were a lot of customers out there I wasn't aware of," said IMS
...

29/3,K/12 (Item 12 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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03582018 Supplier Number: 45038861 (USE FORMAT 7 FOR FULLTEXT)
Take a number: Subscribers line up to get 800 service
Crain's Detroit Business, p11
Oct 3, 1994
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 836

... it's as close as an 800 number and your fax.
The company offers automated ' **fax** on demand' to **potential customers** or investors. You dial an 800 number, select the document you want by touch tone...

29/3,K/13 (Item 13 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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03327621 Supplier Number: 44602909 (USE FORMAT 7 FOR FULLTEXT)
Redgate Goes On Line With Ads by Fax
ADWEEK Southeast, v0, n0, p3
April 18, 1994
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 310

... Redgate Communications last week launched an advertising medium that allows high-tech companies to reach **potential customers** via their **fax** machines.

Catalyst Wire, a service designed for Sun Microsystems, kicked off last Monday with 2...

29/3,K/14 (Item 14 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

01644438 Supplier Number: 42034657 (USE FORMAT 7 FOR FULLTEXT)
Progress COMES TO THE BOSS'S OFFICE
Crain's New York Business, p17
April 29, 1991
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Tabloid; Trade
Word Count: 1255

... steno pools and the mails, today you have to write the proposal, revise it and **fax** it to the **potential customer** - all by 5 p.m."

29/3,K/15 (Item 15 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2004 The Gale Group. All rts. reserv.

01607939 Supplier Number: 41982303 (USE FORMAT 7 FOR FULLTEXT)
**REGAL HEALTHCARE INTRODUCES COMPLETE NEW LINE OF PRO-CLEAN DISPOSABLE
CLEANROOM GARMENTS & ACCESSORIES**

News Release, p1

April 2, 1991

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 431

... trademarked. Called CataFax (TM) REGAL claims to be able to "get
requested catalog information into **potential customers** ' hands by
return **FAX** '". By FAXing your request for information to REGAL at
312/477-9721, you'll receive...

29/3,K/16 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

10716448 SUPPLIER NUMBER: 53459684 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Internet Protocol: the future route for telephony?(includes related
articles)**

Ellis, George

EDN, 43, 24, 62(1)

Nov 19, 1998

ISSN: 0012-7515

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 5514 LINE COUNT: 00603

... laws enforcing privacy, as with conventional telephones. For now,
privacy remains an issue for many **potential customers** .

QoS AND **FAX**

Fax escapes many QoS issues because latencies of less than 1 sec
don't trouble most...

29/3,K/17 (Item 2 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

09927362 SUPPLIER NUMBER: 20076753 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Christmas off to a slow start: nonetheless, many manufacturers are still
optimistic. (CD, cassette, video manufacturers)**

Block, Debbie Galante

Tape-Disc Business, v11, n10, p41(7)

Oct, 1997

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 2236 LINE COUNT: 00175

... To stop these pricing wars, Smith facetiously said, "Everybody
should fire their sales force and **fax potential customers** their best
price list every week. All of the companies complaining about declining
prices, should...

29/3,K/18 (Item 3 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

09275837 SUPPLIER NUMBER: 19070573 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Inflatables go pop. (inflatable beverage bottles)

Christy, Nick

Beverage World, v116, n1632, p94(3)

Jan 15, 1997

ISSN: 0098-2318

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 1740

LINE COUNT: 00138

... range of objects, from the Budweiser Airship to a can of Schweppes
Raspberry Ginger Ale. **Potential customers** are urged to **fax** a sketch

to 718/486-6310 for a prompt quotation. 486-6310
Boulder Blimp Company (Boulder, CO...

29/3,K/19 (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

06207391 SUPPLIER NUMBER: 13621402 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Telimax offers low-cost color fax. (Telimax Software Corp.) (Product Announcement)
Tanaka, David
Computer Dealer News, v8, n23, p25(2)
Nov 16, 1992
DOCUMENT TYPE: Product Announcement ISSN: 1184-2369 LANGUAGE:
ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 1002 LINE COUNT: 00076

... a \$1,500 cost plus some software to be able to give your customers
or **potential customers color fax ."**

29/3,K/20 (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

04891652 SUPPLIER NUMBER: 08840818 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Well-educated marketers learn to speak fax. (facsimile) (The Wide View) (column)
Kramer, Matt
PC Week, v7, n36, p75(1)
Sept 10, 1990
DOCUMENT TYPE: column ISSN: 0740-1604 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 655 LINE COUNT: 00050

... marketing services using fax includes a voice-synthesis board, a
Touch-Tone decoder and a **fax board. Potential customers** looking for
brochures, technical specifications and order forms can call a toll-free
phone number...

29/3,K/21 (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

04124946 SUPPLIER NUMBER: 07757480 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Why fax? And why right now?
Green, Rodney
Modern Office Technology, v34, n10, p57(3)
Oct, 1989
ISSN: 0746-3839 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1210 LINE COUNT: 00097

... or through a network of office equipment dealers. Recently,
however, in order to reach more **potential customers**, many **facsimile**
machine vendors have expanded their distribution efforts to include a
variety of retail outlets. Those...

29/3,K/22 (Item 7 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

04095052 SUPPLIER NUMBER: 07846057 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Junk fax: advertisers may have worn out their welcome; lawmakers are acting to control a blizzard of unsolicited transmissions.

Lentini, Nina
ADWEEK Western Advertising News, v39, n32, p21(1)
August 7, 1989
ISSN: 0199-4743 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 1096 LINE COUNT: 00087

... problem of unsolicited fax messages is exaggerated. He says very few of the 5,000 **potential customers** The **Fax** Guy reaches each day ask to have their numbers deleted from the list.
Bill McCue...

29/3,K/23 (Item 8 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

02974274 SUPPLIER NUMBER: 04432184 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The last zap at Federal Express. (Follow-Up) (end of ZapMail service)
Fortune, v114, p14(1)
Oct 27, 1986
ISSN: 0015-8259 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 92 LINE COUNT: 00007

29/3,K/24 (Item 1 from file: 160)
DIALOG(R)File 160:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

02362496
Mainstream fax market saturated, so makers now aiming for the home
Japan Economic Journal December 9, 1989 p. 14
ISSN: 0021-4388

... are 38 million households in Japan, and the facsimile industry regards 20% of those as **potential customers**. Japanese **facsimile** machine production rose 23.7% to Y385.9 billion in FY87, and then another 25...

29/3,K/25 (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

04838235 Supplier Number: 66892354 (USE FORMAT 7 FOR FULLTEXT)
lastminute.com broadens multimedia offering by signing pan-European deal with Onion Interactiva; lastminute.com to offer hoteliers chance to develop 360-degree virtual tour and boost visibility online.
M2 Presswire, pNA
Nov 13, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 778

... hosting the images online if required. Through this service, hoteliers will also be able to **email** tours to **potential customers** and add extras such as video streaming or synchronised background audio. Each tour is presented...

29/3,K/26 (Item 2 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

03408546 Supplier Number: 47014402 (USE FORMAT 7 FOR FULLTEXT)
GT INTERACTIVE SCORES WITH ONLINE MARKETING
New Media Week, v3, n1, pN/A
Jan 6, 1997
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 850

... also purchased banner ads on Internet search engine Yahoo! to reach mainstream Web viewers.

Sending **email** messages to **potential customers**, however, was the most successful advertising method, according to executives at GT Interactive.
The email...

29/3,K/27 (Item 3 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

02546067 Supplier Number: 45134441 (USE FORMAT 7 FOR FULLTEXT)
NORDSTROM TAKES EMAIL PERSONALLY WITH MCI, CONNECTSOFT VENTURE
Information Networks, v7, n23, pN/A
Nov 14, 1994
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 469

... is not an on-line service. It is merely the use of eMail to connect **eMail** users and **potential customers** across the country with personal shoppers in our store," Randy Rehn, information express manager at...

...some complicated software or technology, but with this service, if you know how to use **eMail**, you can shop."

Potential customers can connect to Nordstrom's salespeople via MCImail.
PC and modem users who do not...

29/3,K/28 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 The Gale Group. All rts. reserv.

2655224 Supplier Number: 02655224 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Passaic Promotes Net Emails
(Passaic Parc aims to be a pioneer of Internet-based direct mail; to build department specializing in permission-based email programs targeting online consumers)
AdWeek New England, v XXXVI, n 47, p 4
November 22, 1999

DOCUMENT TYPE: Journal ISSN: 0888-0840 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 201

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...permission-based email programs targeting the burgeoning ranks of online consumers.

photo omitted

Permission-based **emails** are not indiscriminate; **potential customers** choose to receive the messages.

"We don't believe in blanketing the world," Rosenthal said...

29/3,K/29 (Item 2 from file: 9)

DIALOG(R)File 9:Business & Industry(R)
(c) 2004 The Gale Group. All rts. reserv.

2376638 Supplier Number: 02376638 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Hasbro plays games via e-mail

(Hasbro Interactive's new Email Games line will tap into the over 60 mil US residents who are using the Internet)

Discount Store News, v 38, n 3, p 49

February 08, 1999

DOCUMENT TYPE: Journal ISSN: 0012-3587 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 482

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...more than 60 million U.S. residents are currently estimated to use the Internet--the **potential customer** reach for **Email Games** is much larger than almost any other type of computer or video game.

Hasbro...

29/3,K/30 (Item 3 from file: 9)

DIALOG(R)File 9:Business & Industry(R)
(c) 2004 The Gale Group. All rts. reserv.

2231968 Supplier Number: 02231968 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Makers to Sell Steel via Internet through Pittsburgh-Based MetalExchange

(Weirton Steel Corp, as well as two other steelmakers, will start selling steel over the Internet through MetalExchange)

Pittsburgh Post-Gazette , p N/A

September 01, 1998

DOCUMENT TYPE: Regional Newspaper ISSN: 1050-0405 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 943

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...application. Excess is steel left over after a customer's order is

filled.

Typically, steelmakers **fax potential customers** lists of their secondary and excess inventory, then exchange information back and forth before a...

29/3,K/31 (Item 4 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 The Gale Group. All rts. reserv.

1825590 Supplier Number: 01825590 (USE FORMAT 7 OR 9 FOR FULLTEXT)
ProcurLink helps search process
(Cain Development's ProcurLink software contains 3 databases, one that lists 434 manufacturers of semiconductors, passives, and resistors)
Electronic Buyers News, p 86
April 28, 1997
DOCUMENT TYPE: Journal ISSN: 0164-6362 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 750

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...more than 350 potential buyers pop up. The user can then instruct the software to **fax each potential customer**.

"There were a lot of customers out there I wasn't aware of," said IMS...

29/3,K/32 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

02100533 65553671
Corporate indulgence
Seligman, Melanie
New Zealand Management v47n11 PP: 106-108 Dec 2000
ISSN: 1174-5339 JRNL CODE: MNZ
WORD COUNT: 1092

...TEXT: choosing subject matter, colours, materials, size, etc. Moller customises working drawings from photographs and notes **emailed** by **potential customers**. Sketches of the work in progress are then posted on the website for customer appraisal...

29/3,K/33 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01721116 03-72106
Breaking away from tradition
Anonymous
Nation's Business v86n11 PP: 16 Nov 1998
ISSN: 0028-047X JRNL CODE: NAB
WORD COUNT: 361

...TEXT: at www.unitedbankofphila.com) and became a customer. It's not unusual for a **potential customer** to **contact** the bank by **electronic**

mail . The bank will send paperwork back and, when the customer is ready, set up an...

29/3,K/34 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01535232 01-86220

Lawsuit.com

Adams, Susan; Lipschultz, David
Forbes v160n12 PP: 47-48 Dec 1, 1997
ISSN: 0015-6914 JRNL CODE: FBR
WORD COUNT: 752

...TEXT: for Milberg, Weiss, the law firm of "strikesuit" king William Lerach.

The site even offers **Email** forms for **potential clients** or snitches to fill out. "We have people getting in touch with us who never...

29/3,K/35 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01534721 01-85709

Making room for telephony

Mehling, Herman
Computer Reseller News n762 PP: 67, 71 Nov 10, 1997
ISSN: 0893-8377 JRNL CODE: CRN
WORD COUNT: 743

...TEXT: has been received.

By having AmNet Office Voice-Mail send phone messages to an Internet **Email** address, **potential customers** can access their messages from anywhere without having to pay long-distance charges by connecting...

29/3,K/36 (Item 5 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01441268 00-92255

For your eyes only...

MacLeod, Marcia
Supply Management v2n11 PP: 36-38 May 22, 1997
ISSN: 1362-2021 JRNL CODE: SMGT
WORD COUNT: 1776

...TEXT: are undoubtedly exploring the Net to see what it holds, but the vast majority of **potential customers** telephone, **fax** or even write to the vendor asking for more details, brochures, price lists etc. What...

29/3,K/37 (Item 6 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01281796 99-31192

Study: Marketers underestimating trade ad leads

Reilly, Brian

Advertising Age's Business Marketing v81n7 PP: 1, 34 Sep 1996

ISSN: 0745-5933 JRNL CODE: IMR

ABSTRACT: The flood of alternative ways to interact with **potential customers** -online, via **fax** and toll-free phone numbers - is actually enhancing the effectiveness of trade magazine advertising. However...

29/3,K/38 (Item 7 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

00848985 94-98377

Redgate goes on line with ads by fax

Roberts, Elizabeth

Adweek (Southeast Ed.) v15n16 PP: 3 Apr 18, 1994

ISSN: 8756-6389 JRNL CODE: ADD

...ABSTRACT: April 1994, Redgate Communications launched an advertising medium that allows high-technology companies to reach **potential customers** via their **fax** machines.

29/3,K/39 (Item 8 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

00685531 93-34752

LBC backs ads with fax

Beale, Claire

Marketing PP: 5 Mar 11, 1993

ISSN: 0025-3650 JRNL CODE: MAR

WORD COUNT: 176

...ABSTRACT: with a new system that allows full product details and disclaimers to be sent to **potential customers** via the **fax**.

...TEXT: with a new system which allows full product details and disclaimers to be sent to **potential customers** via the **fax**.

The system, Q fax, means listeners use their fax machine to dial the number given...

29/3,K/40 (Item 9 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

00570335 91-44686

Six Tips to Cut Costs with Fax Usage

Rowh, Mark

Office Systems v8n9 PP: 38-49 Sep 1991

ISSN: 8750-3441 JRNL CODE: OFS

WORD COUNT: 1050

...TEXT: sales proposal, for instance, may lose some of its appeal after being printed by a **potential customer's fax** machine. The quality of reproduction or of the paper itself may be poor, leaving a...

... usage has become common, no aggressive businessperson wants to be unresponsive when a client or **potential customer** says, "Can you **fax** it to me?"

If two or three businesses pool their resources to purchase and maintain...

29/3,K/41 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

13829969 (USE FORMAT 7 OR 9 FOR FULLTEXT)
NOVEMBER 16, 2000 - 14:14 EST
CCN DISCLOSURE
November 17, 2000
JOURNAL CODE: WCCN LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 258

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... the website or can list a purchaser's profile in JMR's database. JMR can **email** the **potential customers** in its database when newly listed items match a customer's profile.

29/3,K/42 (Item 2 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

13755732 (USE FORMAT 7 OR 9 FOR FULLTEXT)
LASTMINUTE.COM: lastminute.com broadens multimedia offering by signing pan European deal with Onion Interactiva; lastminute.com to offer hoteliers chance to develop 360 degree virtual tour and boost visibility online
M2 PRESSWIRE
November 13, 2000
JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 680

... hosting the images online if required. Through this service, hoteliers will also be able to **email** tours to **potential customers** and add extras such as video streaming or synchronised background audio.

29/3,K/43 (Item 3 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

13727314 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Top 10 International Retailer Signs Contract for Multiple CyberSpots
BUSINESS WIRE
November 10, 2000
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 675

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Santu Rohatgi, President of Forefront.
The retailer will deploy the remaining CyberSpot(TM) as an **email** to motivate **potential customers** to visit their B2B web site and as a pop

up ad welcoming visitors to...

29/3,K/44 (Item 4 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

13663426 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Keyboard logger keeps tabs on all

SECTION TITLE: Business

NEW ZEALAND HERALD

November 07, 2000

JOURNAL CODE: WNZH LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 996

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... from within the organisation. Parents who want to monitor their children's website visits and email launches are also potential customers.

The company is well aware of KeyGhost's Big Brother connotations.

"There are people jumping...

29/3,K/45 (Item 5 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

11884690 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Smaller Kiwi fish yet to swallow e-business bait

SECTION TITLE: NEWS

WRIGHT Heather

INFOTECH WEEKLY , 2 ed, p6

July 10, 2000

JOURNAL CODE: WIWY LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1539

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... t offer online purchasing yet, instead using the site to showcase work and establish initial e-mail contact with potential customers, but Mr Lawson says he plans to dramatically expand the site's capabilities in the...

29/3,K/46 (Item 6 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

07368626 (USE FORMAT 7 OR 9 FOR FULLTEXT)

E-Commerce Supplement - Websites Update - Getting ready to roll.

The Internet is the ideal medium through which to sell insurance, and

POST MAGAZINE, p21

September 22, 1999

JOURNAL CODE: WPST LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1990

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... website. This just described the kind of products that the direct

insurer sold and let **potential customers** make **contact** with an **e-mail** message. This kind of website is still pervasive throughout the insurance industry and is one...

29/3,K/47 (Item 7 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

05644065 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Callback services may beuseful - but not for long

SECTION TITLE: Column

Stephen Lynch

BUDAPEST BUSINESS JOURNAL

June 07, 1999

JOURNAL CODE: WBBJ LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 991

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... all advertise in magazines such as Newsweek and have sites on the Internet. Each will **fax potential customers** a list of their rates, asking you to send back a short survey and a...

29/3,K/48 (Item 8 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

04637010 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Brigade Receives \$3.5 Million in Financing From Mohr, Davidow Ventures and Trust Company of the West

BUSINESS WIRE

March 15, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 679

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... mail Response Management Systems

The Cambridge, Mass.-based market research firm, Forrester Research, expects that **email** from customers and **potential customers** will increase from an average of 500 a day to more than 2,000 within...

29/3,K/49 (Item 9 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

02665015 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Makers to Sell Steel via Internet through Pittsburgh-Based MetalExchange

Len Boselovic

KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (PITTSBURGH POST-GAZETTE)

September 01, 1998

JOURNAL CODE: KPPG LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 960

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... application. Excess is steel left over after a customer's order is

filled.

Typically, steelmakers fax potential customers lists of their secondary and excess inventory, then exchange information back and forth before a...

29/3,K/50 (Item 1 from file: 813)

DIALOG(R)File 813:PR Newswire

(c) 1999 PR Newswire Association Inc. All rts. reserv.

0751668

MN024

APOTHECARY USES MTO RESOURCES TO FIND \$100,000 DISTRIBUTOR

DATE: October 17, 1994

15:58 EDT

WORD COUNT: 399

...I supply and I take it back and send out mass mailings of brochures or fax potential clients," she said.

"If we take part in a trade show like Medica through brochures and...
?

32/3,K/1 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07677089 Supplier Number: 63911943 (USE FORMAT 7 FOR FULLTEXT)

Is Cold Calling Dead?

Evans, Adam
On Wall Street, v10, n7, p115
July, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1477

... efforts have proven fruitful.
Undeniably, there are ways other than cold calling to prospect for **potential clients**. And, as you continue to build a strong practice and begin to receive referrals and make other **contacts**, your dependence on **cold calling** will steadily decrease. In the meantime, make use of this tried-and true prospecting tool...

32/3,K/2 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07623132 Supplier Number: 63172315 (USE FORMAT 7 FOR FULLTEXT)

**Frogskins, Shekels, Bucks, Moolah, Cash, Simoleons, Dough, Dinero -
Everybody wants it. Your business needs it. Here's how to get
it. (Industry Trend or Event)**

Kvinta, Paul
Ziff Davis Smart Business for the New Economy, p74
August 1, 2000
Language: English Record Type: Fulltext Abstract
Document Type: Magazine/Journal; Trade
Word Count: 4704

... the contact list in the back of the binder," she says.
Most angels frown on **cold calls**, so find a third-party **introduction**. When you do meet, you'll typically have 45 minutes to provide a company overview...

...management with good credentials, but they're even more interested in your market research, your **potential customer** base, and your competition. "We want pain killers, not vitamins," says John Morris, the head...

32/3,K/3 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

01864581 Supplier Number: 42364418 (USE FORMAT 7 FOR FULLTEXT)

Protecting Privacy: EC Plan Threatening To Direct Marketers

CommunicationsWeek International, p4
Sept 16, 1991
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 404

... critics in Europe say the rules restrict companies seeking new

business from making initial telephone **contact** --called **cold calling** --without having written the **potential customer** first.

The Marketing Guild Ltd., of Houghton Regis, England, said the law could put many...

32/3,K/4 (Item 4 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2004 The Gale Group. All rts. reserv.

01373219 Supplier Number: 41629345

Intnl Physical Systems - Marketing

S1 SEC Registration, pN/A

Oct 24, 1990

Language: English Record Type: Abstract

Document Type: Magazine/Journal; Trade

ABSTRACT:

...amount of business in the future will be generated by its marketing representatives who will **contact potential customers** through "**cold calling**," direct marketing approaches and by conducting seminars. There can be no assurance that such marketing...

32/3,K/5 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

12118100 SUPPLIER NUMBER: 59538862 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Ethical Telemarketing: Oxymoron Contested.

Vega, Gina

Review of Business, 20, 1, 17

Fall, 1998

ISSN: 0034-6454

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 4165 LINE COUNT: 00347

... for information). The main difference between door-to-door sales and telemarketing is that a **potential customer** can refuse to open the door to a salesperson. When a telemarketer calls, answering the...

32/3,K/6 (Item 2 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

09106139 SUPPLIER NUMBER: 18702733 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Mail sales. (rise of electronic malls and paperless catalogs) (includes related article on international marketing)

Dutton, Gail

Management Review, v85, n9, p26(6)

Sep, 1996

ISSN: 0025-1895

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 3139 LINE COUNT: 00262

... research to identify better-than-average prospects," according to Urban.

Catalogers are relying less on **cold calls** and more upon **potential customers contacting** them. As an example, more catalogs are advertising on TV and in magazines, and they...

32/3,K/7 (Item 1 from file: 636)
DIALOG(R) File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

02740875 Supplier Number: 45561419 (USE FORMAT 7 FOR FULLTEXT)

SERVICES

European Report, n2041, pN/A
May 24, 1995
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 535

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...decision by the Dutch Ministry of Finance. The Ministry's action was designed to prohibit " cold calling ", that is getting into contact with potential customers by telephone without prior warning. That said, such an impediment applied to any other kind...

32/3,K/8 (Item 1 from file: 9)
DIALOG(R) File 9:Business & Industry(R)
(c) 2004 The Gale Group. All rts. reserv.

1285622 Supplier Number: 01285622 (USE FORMAT 7 OR 9 FOR FULLTEXT)
AMERICAN EXPRESS FINANCIAL ADVISORS TO CUT OFF PHONE PITCHES
(American Express Financial Advisors will prohibit its financial planners from making cold calls to clients in introducing themselves)

St Petersburg Times , p N/A
September 15, 1995
DOCUMENT TYPE: Regional Newspaper (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 457

(USE FORMAT 7 OR 9 FOR FULLTEXT)

ABSTRACT:

...calls. Several planners welcomed the move after getting tired of hearing complaints against unsolicited phone contacts , used primarily by newcomers. Cold calls account for about 14% of AmEx's business last year. The firm still permits "warm...

...They say it is the best way to introduce their investment products and to invite potential customers to seminars.

...

TEXT:

...president and resident manager for Smith Barney in Clearwater. He said the brokerage firm uses cold calls "to introduce ourselves" and to invite potential customers to seminars.

"We don't try to push product on the first call," he said...

32/3,K/9 (Item 1 from file: 15)
DIALOG(R) File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00899503 95-48895

Booming despite the competition

Koflowitz, Lewis

Asset Finance & Leasing Digest n210 PP: 33-35 Jun 1994

JRNL CODE: AFL

WORD COUNT: 1902

...TEXT: disadvantages. Schwab notes that cold calling "eliminates or reduces competition for the first lender to **contact** a **potential customer**". However, **cold calling** often requires excessive sales efforts compared with a referral, leading to higher sales costs and...

32/3,K/10 (Item 2 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

00769229 94-18621

Power partnerships

Matusky, Gregory

Success v40n8 PP: 60-67 Oct 1993

ISSN: 0745-2489 JRNL CODE: SCS

WORD COUNT: 1882

...TEXT: before getting a shot."

Lowe broke down the sales process into these steps:

Make a **cold call** for your first **contact** with a **potential client**. Gather intelligence about the company and determine who is responsible for making decisions to buy...

32/3,K/11 (Item 1 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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27191435 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Outdoor Workers in Washington, D.C.-Area Face Cold Bitterly

Chris Baker

KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS - THE WASHINGTON TIMES - WA

January 24, 2003

JOURNAL CODE: KTWT LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 675

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... ate lunch at their desks. Homemakers put off their errands.

Salesmen used the phone to **contact potential clients**, rather than making **cold calls** in person.

If you think bosses feel guilty about making employees work outdoors on days...

?

File 256:SoftBase:Reviews,Companies&Prods. 82-2004/Jun
(c)2004 Info.Sources Inc
File 2:INSPEC 1969-2004/Jul W2
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File 35:Dissertation Abs Online 1861-2004/May
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File 65:Inside Conferences 1993-2004/Jul W2
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File 99:Wilson Appl. Sci & Tech Abs 1983-2004/Jun
(c) 2004 The HW Wilson Co.
File 233:Internet & Personal Comp. Abs. 1981-2003/Sep
(c) 2003 EBSCO Pub.
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
(c) 2002 The Gale Group
File 474:New York Times Abs 1969-2004/Jul 18
(c) 2004 The New York Times
File 475:Wall Street Journal Abs 1973-2004/Jul 16
(c) 2004 The New York Times

Set	Items	Description
S1	5046	(SALE OR SALES OR BUSINESS) (5N) (LEAD OR LEADS OR PROSPECT - OR PROSPECTS)
S2	2786	POTENTIAL() (CUSTOMER? ? OR CLIENT? ?)
S3	45090	((ANNOUNC? OR NOTIFICATION? OR NOTIFY OR NOTIFIES OR INTRODUCTION? OR CONTACT? ? OR CONTACTING OR INTRODUCTION? OR INTRODUCTION? ?) (5N) (E OR ELECTRONIC) ()MAIL? OR EMAIL? OR FAX OR FACSIMILE?)
S4	1	(COLD() (CALL OR CALLS OR CALLING) (5N) (ANNOUNC? OR NOTIFICATION? OR NOTIFY OR NOTIFIES OR INTRODUCTION? OR CONTACT? ? OR CONTACTING OR INTRODUCTION? OR INTRODUC? ?))
S5	10	AU=(SCHULTZE, A? OR SCHULTZE A?)
S6	15	S1(8N)S3
S7	12	RD (unique items)
S8	0	S1 AND S4
S9	1	S4 NOT S7
S10	39	S2 AND S3
S11	37	S10 NOT (S7 OR S9)
S12	24	S11 NOT PY>2000
S13	23	RD (unique items)
S14	0	S2 AND S4
S15	0	S1 AND S5

7/5/1 (Item 1 from file: 256)
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
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00136563 DOCUMENT TYPE: Review

PRODUCT NAMES: Private Data Portal (090671)

TITLE: D&B turns to Web to distribute data
AUTHOR: Frook, John Evan
SOURCE: BtoB, v86 n22 p12(1) Dec 10, 2001
ISSN: 1530-2369
HOMEPAGE: <http://www.netb2b.com>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Dunn & Bradstreet (D & B) Corporation has historically sold sales lead information by print, fax, or CD-ROM, but now, working through its iMarket unit, the business has developed its Private Data Portal, a service that can let companies buy business information and distribute it via Web pages to salespeople on a piecemeal basis and in real time. Companies will work with D & B to identify sales territories by standard industry code, geography, preferred accounts, or other factors. When it is set up, Private Data Portal will query D & B's database to give marketers the freshest sales information. The interface is simple and includes contact information and notes from sales managers or marketing support. Every time a user logs on, individualized data is provided, and iMarket will also offer analysis of how prospecting is proceeding.

COMPANY NAME: iMarket Inc (518026)
DESCRIPTORS: Business Models; Content Providers; Financial Information;
Marketing Information
REVISION DATE: 20020530

7/5/2 (Item 2 from file: 256)
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
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00132421 DOCUMENT TYPE: Review

PRODUCT NAMES: Direct Marketing (835293); Internet Marketing (835552)

TITLE: Building B2B Email Lists
AUTHOR: Angelo, Jean Marie
SOURCE: eMarketing Magazine, p44(3) Jun/Jul 2001
ISSN: 1533-1393
HOMEPAGE: <http://www.marketingmag.com>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Building permission-based e-mail lists is essential in contacting business-to-business (B2B) prospects. However, acquiring e-mail addresses is not a simple process, with many marketers finding online contacts for only 15 percent of collected names. Renting e-mail address lists is one solution to the problem, but such lists ignore an essential

ingredient in closing sales: personal contact. Also, they provide limited click-through rates. With that, many marketers are employing one-on-one techniques for finding e-mail addresses. For example, sales representatives can ask for online contacts while working trade show booths. Telemarketing representatives also can ask for e-mail contacts, making the request part of standard customer relationship transactions. Such requests should emphasize customer service benefits, such as access to product updates. Marketers also can use their company's Web site to collect contact, offering promotions in exchange for information.

COMPANY NAME: Vendor Independent (999999)
DESCRIPTORS: Direct Marketing; E-Mail; Internet Marketing; Permission Marketing
REVISION DATE: 20011130

7/5/3 (Item 3 from file: 256)
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
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00130211 DOCUMENT TYPE: Review

PRODUCT NAMES: Outsourcing (840661); Call Centers (835013)

TITLE: Winning Outsourcing Plays: Service bureaus can be effective...
AUTHOR: Read, Brendan B
SOURCE: Call Center Magazine, v14 n3 p58(11) Mar 2001
ISSN: 1064-5543
HOMEPAGE: <http://www.callcentermagazine.com>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Service bureau outsourcers are becoming integral members of customer service and sales department teams either by working with customer service and promotion teams or completely taking over responsibility for those tasks. Service bureaus train agents and equip call centers to make sure the center can support customers as well as an internally developed call center can. Bureaus have also been choosing their markets to optimize and speed profitability and efficiency. Service bureaus are especially able to help new, cash- and staff-strapped companies get up to speed with sales initiatives and customer service. For instance, Mirror Image, a business-to-business (B2B) Web content distributor, signed on Cerida to launch services. Cerida is a high-technology outsourcer and was able to qualify and feed Mirror Image a lead that led to a large sale about a month after the contract commenced. Cerida's agents make outbound and receive inbound lead qualification **contacts** by phone, **e-mail**, and online. Agents then send possible **sales leads** to Mirror Image's field **sales** representatives. Potential clients that visit Mirror Image's Web site can use Cerida's Web callback service to reach live agents during normal business hours. 'One of the key benefits of having an outsourcer as a fully committed member of your team is that an experienced player, rather than a reserve member is called into the game only when you need the player.'

COMPANY NAME: Vendor Independent (999999)
DESCRIPTORS: Call Centers; Computer Telephony; Outsourcing; Telephone Monitoring
REVISION DATE: 20011030

7/5/4 (Item 1 from file: 2)
DIALOG(R) File 2:INSPEC
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6822479

Title: Business e-etiquette: how to use electronic communication to turn prospects to clients

Author(s): Casferson, D.M.

Journal: Office World News vol.28, no.11 p.54-5

Publisher: BUS Publishing Group,

Publication Date: Nov. 2000 Country of Publication: USA

CODEN: OWNEEH ISSN: 0164-5951

SICI: 0164-5951(200011)28:11L:54:BEEC;1-F

Material Identity Number: G772-2000-011

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: In today's ever-increasing virtual **business** world, more and more **prospects** are making the initial **contact** with you by **e - mail** communication. While this may be a big time-saver when it comes to returning phone calls and sending information packets, it does pose some challenges for turning those prospects into paying clients. The secret is knowing how to use every e-mail correspondence you send effectively to convert them into your best customers and referral sources. (0 Refs)

Subfile: D

Descriptors: electronic mail; marketing

Identifiers: e-mail correspondence; prospects; customers

Class Codes: D2140 (Marketing, retailing and distribution applications of IT); D4020 (Electronic mail systems for office automation)

Copyright 2001, IEE

7/5/5 (Item 2 from file: 2)
DIALOG(R) File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

5541779

Title: Wired for manufacturing [Internet]

Author(s): Bowman, I.

Journal: Manufacturing Computer Solutions vol.3, no.3 p.14-15, 17

Publisher: Findlay Publications,

Publication Date: March 1997 Country of Publication: UK

Material Identity Number: D159-97003

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: The potential of the Internet is only now being explored by manufacturing companies. Such is the speed of evolution on the Internet that companies cannot afford to sit back and await stabilisation. On the one hand the Internet provides new ways to view your business. It cuts out the middleman. It creates a global company out of the smallest business. It gives a direct route to the customer. It can also create standard but customisable views of your company. Using the Internet and a standard browser like Netscape or Explorer, information from your business applications can be presented easily and cheaply to employees, customers and suppliers. On the other hand, the net is not without its dangers. These include the problems of security and speed, and more dangerous business issues. The World Wide Web and **e - mail** are insulators. They replace human **contact** with electronic interaction: in **business** terms a potentially dangerous **prospect**. (0 Refs)

Subfile: D

Descriptors: Internet; manufacturing industries

Identifiers: manufacturing; Internet; information; security; speed;
business
Class Codes: D2070 (Industrial and manufacturing); D2080 (Information
services and database systems)
Copyright 1997, IEE

7/5/6 (Item 1 from file: 233)
DIALOG(R)File 233:Internet & Personal Comp. Abs.
(c) 2003 EBSCO Pub. All rts. reserv.

00606501 00IE07-002

**Serving up sales leads -- The search for potential customers is faster
and easier thanks to online databases and permission-based e-mail**

Hod, Itay
Internet World , July 1, 2000 , v6 n13 p34-36, 2 Page(s)
ISSN: 1081-3071
Company Name: Yesmail.com; Zapdata.com; Autobyte.com
URL: http://www.ymail.com http://www.zapdata.com http://www.autobyte
l.com

Languages: English
Document Type: Articles, News & Columns
Geographic Location: United States

Focuses on using the Internet to generate **sales leads** , noting
Yesmail.com's utilization of permission **email** marketing. Indicates that
Yesmail has accumulated over 11 million e-mail addresses provided by people
who have given their permission to receive promotional messages on a
regular basis, stating that this makes them more likely to respond. Says
that Yesmail charges \$250 for each 1,000 e-mails delivered, which is only
one-twentieth as expensive as other forms of marketing, such as online and
print advertising. Adds that Zapdata.com provides leads on CD-ROM, which
the company also makes available on the Web in real time; and that
InfoUSA's 500 employees make 20 million phone calls per year to verify
business and company information before putting it on its database, which
is available to small and large companies alike. Also covers Autobyte.com,
which supplies leads to automobile dealers. (jo)

Descriptors: Sales; Marketing; Electronic Mail; Advertising; Online
Information; Database

Identifiers: Yesmail.com; Zapdata.com; Autobyte.com

7/5/7 (Item 1 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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05931133

Sharp cordless phones set to U.S.

JAPAN: SHARP TO SELL CORDLESS PHONES IN U.S.
The Japan Times (XAO) 20 Jan 1994 p.7
Language: ENGLISH

Key Japanese consumer electronics firm Sharp Corp. will begin to sell
cordless phones in the United States from March 1994. Sharp is the market
leader of cordless phone sales in Japan. In the United States, Sharp **leads**
in the **sales** for electronic notebooks and **facsimile** machines. It
foresees high growth in the sales of cordless phones there as cordless
phones sales for 1993 rose by 120% to 13.9 mn units. *

COMPANY: SHARP

PRODUCT: Telecom Subscriber Equipmen (3661TS);

Search Performed by Sylvia Keys 19-Jul-04

EVENT: Planning & Information (22); Marketing Procedures (24);
COUNTRY: Japan (9JPN); United States (1USA);

7/5/8 (Item 2 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)
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04414197

GOOD PROSPECTS FOR FACSIMILE SALES

US - GOOD PROSPECTS FOR FACSIMILE SALES

Office Equipment & Products (OEP) 0 July 1991 p50-54
ISSN: 0387-5245

The prospects for sales of affordably priced facsimiles, colour copiers and 486-based personal computers in the US are good, according to a survey of 480 dealers carried out by the Information Services Dept of the National Office Machine Dealers Association (NOMDA). An extended article gives full details of the NOMDA survey findings, looking at the proportion of dealers offering various products, the most popular vendors of those products amongst NOMDA dealers, the reasons for dealers switching to other equipment vendors, and the gross margins on the various product segments discussed. While the number of dealers offering facsimiles has increased by 31.9% in the last three years, the figure will fall by 10% by 1993 when just 76% of dealers intend to handle facsimiles. Nearly 40% of copier dealers currently handle colour models, up from 24% in 1987, and 68% of NOMDA dealers intend to offer colour copiers within three years. While 57% of dealers currently offer electronic typewriters, less than 50% intend to do so by 1993. Although the number of dealers offering personal computers has risen by 39.8% since 1987, it will increase by under 2% over the next three years. However, by 1993, over 80% of dealers intend to carry 486-based personal computers, up from just over 33% at present.

PRODUCT: Microcomputers (3573MI); Facsimile Equipment (3662FX); Facsimile Services (4811FS); Retail Computer Stores (5734); Blueprint & Photocopy Svcs (7332); Computer Services (COSV);

EVENT: MARKET & INDUSTRY NEWS (60);

COUNTRY: United States (1USA); NATO Countries (420); South East Asia Treaty Organisation (913);

7/5/9 (Item 3 from file: 583)

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04126753

FAX SALES HOLD UP DESPITE RECESSION

US - FAX SALES HOLD UP DESPITE RECESSION

This Week In Consumer Electronics (TWE) 1 March 1991 p61-62
ISSN: 0892-7278

US: Fax machine sales are holding up despite the recession due to the growth in home workers, it is suggested by Sharp Electronics. Workers displaced by the recession are establishing home offices while existing home workers are upgrading equipment. Panasonic estimates that 90-95% of the faxes it sells with integrated TADs are for home office use. Ricoh is reviewing its structure and will in future be more selective in its channels of distribution. Toshiba estimates that fax sales during the first quarter are up 15% vs the year earlier period and has now launched its three new units which retail between USD1r599-USD1r799. It is estimated that some 40k people are leaving the corporate world/month and this linked

with increased use of teleconferencing and **fax** use should **lead** to a solid year of **sales**, according to Toshiba.

PRODUCT: Facsimile Equipment (3662FX); Facsimile Services (4811FS);
EVENT: MARKET & INDUSTRY NEWS (60);
COUNTRY: United States (1USA); NATO Countries (420); South East Asia
Treaty Organisation (913);

7/5/10 (Item 4 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)
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03608267

CANON **LEADS FAX MACHINE SALES**

W GERMANY - CANON **LEADS FAX MACHINE SALES**

INF Telecom & Telematique (ITT) 16 July 1990 p1
Language: French

Canon currently has the largest share of the fax machine market in W Germany with a 15% share, according to Inforama Deutschland (W Germany), consultancy service, in a report about the fax market in W Germany. The market is shown to be dominated by Japanese manufacturers and by the G3 standard. The only G4 terminal on the market is made by Siemens. Sales of fax machines are predicted to reach 750k by 1993, with 40% being personal fax machines.

PRODUCT: Facsimile Equipment (3662FX); Facsimile Services (4811FS);
EVENT: MARKET & INDUSTRY NEWS (60);
COUNTRY: Germany (4GER); OECD Europe (415); European Economic Community
Countries (419); NATO Countries (420);

7/5/11 (Item 5 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)
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03484620

Mr BURKE WARNS OF POSTAL BUSINESS PASSING TO FAX
IRELAND - Mr BURKE WARNS OF POSTAL BUSINESS PASSING TO FAX
Irish Times (IT) 19 May 1990 p5

Mr Burke, Minister for Justice and Communications, has warned postal workers that public confidence in An Post could be damaged if unofficial disputes went ahead. The erosion of confidence in An Post would **lead** to **business** being passed on to couriers, **fax** services and other comms methods. Mr Burke has been concerned in the past over the number of unofficial disputes which have taken place in An Post. A review from the board of An Post is awaited and this will identify ways in which An Post can be brought back to profitability. An Post has already introduced E-Mail and this was viewed positively by Mr Burke. Mr Burke also discussed Telecom Eireann which has been improving and in 1989 recorded a 6% growth in its customer base and 12% call traffic growth. Cooperation between Telecom Eireann and An Post has also been suggested.

PRODUCT: Facsimile Equipment (3662FX); Communications (4800); Electronic
Mail (4811EM); Facsimile Services (4811FS);
EVENT: COMPANIES ACTIVITIES (10);
COUNTRY: Ireland/Eire (4IRE); OECD Europe (415); European Economic
Community Countries (419); Northern Ireland and Eire (439);

7/5/12 (Item 1 from file: 474)
DIALOG(R)File 474:New York Times Abs
(c) 2004 The New York Times. All rts. reserv.

05068850 NYT Sequence Number: 049107870927

PROSPECTS

FISHER, LAWRENCE M
New York Times, Col. 1, Pg. 1, Sec. 3
Sunday September 27 1987
DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English
RECORD TYPE: Abstract

ABSTRACT:

Prospects column on boom in **sale** of **facsimile** machines and other
business news (S)

DESCRIPTORS: FACSIMILE SYSTEMS; SALES

PERSONAL NAMES: FISHER, LAWRENCE M

9/5/1 (Item 1 from file: 99)
DIALOG(R) File 99:Wilson Appl. Sci & Tech Abs
(c) 2004 The HW Wilson Co. All rts. reserv.

1168103 H.W. WILSON RECORD NUMBER: BAST94036697

Take some advice to achieve success

Shifley, Charles S;

Design News v. 49[50] (June 13 '94) p. 208

DOCUMENT TYPE: Feature Article ISSN: 0011-9407 LANGUAGE: English

RECORD STATUS: New record

ABSTRACT: Advice from Charles W. Shifley of Allegretti & Witcoff, Chicago, Illinois, on ways to achieve successful product development. Shifley emphasizes the importance of beginning with a single step, not wasting time on ideas that cannot be protected, avoiding **cold calls**, treating **contacts** as valuable, being shrewd in selling and negotiating, starting small, and working with useful and helpful individuals.

DESCRIPTORS: Product development;

39 S10
 12 S7
 1 S9
 S11 37 S10 NOT (S7 OR S9)
 ? s s11 not py>2000
 37 S11
 3562864 PY>2000
 S12 24 S11 NOT PY>2000
 ? rd
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 in RD set
 ...completed examining records
 S13 23 RD (unique items)
 ? t s13/5/all

13/5/1 (Item 1 from file: 2)
 DIALOG(R)File 2:INSPEC
 (c) 2004 Institution of Electrical Engineers. All rts. reserv.

6203734

Title: Multifunction moves [fax]

Author(s): Kempf, M.
 Journal: Office Equipment News p.18, 20-1
 Publisher: Wilmington Publishing,
 Publication Date: Feb. 1999 Country of Publication: UK
 CODEN: OEINET ISSN: 0030-0187
 Material Identity Number: B509-1999-002
 Language: English Document Type: Journal Paper (JP)
 Treatment: Economic aspects (E)

Abstract: When the multifunction **fax** product (or MFP) concept began in the early 80s the **fax** machine was sold to double up as a convenience copier. Now most of the new breed of MFPs also offer colour or mono printing, mono faxing, scanning, optical character recognition, local copying and a PC link. The latest forecasts predict that 2000, around 60 per cent of UK machines sold will be MFPs. The majority of these products will be sold off the shelf, via retail channels and from catalogues, suggesting businesses are becoming more knowledgeable about MFPs. However, buyers still need more assistance to buy the model that best fits their application. Categorising MFPs would help clarify the perception and purchasing of them by consumers, and manufacturers must do a better job of understanding the perceptions and satisfying the needs of **potential customers** in the business sector. (0 Refs)

Subfile: D

Descriptors: **facsimile** equipment; image scanners; optical character recognition; photocopying; printers; printing; purchasing

Identifiers: multifunction **fax** machines; colour printing; mono printing; mono faxing; scanning; optical character recognition; local copying; PC link; UK market; retail channels; catalogues; businesses; purchasing; manufacturers

Class Codes: D4040 (Facsimile); D5030 (Printers and other peripherals); D3010 (Copiers and copy boards); D3045 (Records management systems)
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13/5/2 (Item 2 from file: 2)
 DIALOG(R)File 2:INSPEC
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4423855

Title: It's a phone! It's a fax ! It's a pen computer!

Author(s): Foley, M.J.

Journal: Datamation vol.39, no.8 p.79-80

Publication Date: 15 April 1993 Country of Publication: USA

CODEN: DTMNAT ISSN: 0011-6963

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P); Product Review (R)

Abstract: EO Inc. is expecting a new class of communications/computing devices-personal digital assistants-to become as pervasive as telephones. They provide a wealth of communications functions-voice, **facsimile**, electronic mail, paging and more-as well as some degree of computing capabilities. The 'mobile professional' is the target audience. The author reviews the EO440 and 880 products, and lists their key benefits. She outlines initial assessments of trials by **potential customers**. (0 Refs)

Subfile: D

Descriptors: cellular radio; electronic mail; **facsimile** equipment; portable computers

Identifiers: cellular telephone; pen computer; personal digital assistants; **facsimile**; electronic mail; paging; computing capabilities; benefits; trials

Class Codes: D5010B (Portable computers); D4070 (Telephone systems); D4045 (Mobile communications); D4040 (Facsimile)

13/5/3 (Item 3 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

03393130 INSPEC Abstract Number: B89044320, C89039838

Title: Fax advertising

Journal: Funkschau no.3 p.30-1

Publication Date: 27 Jan. 1989 Country of Publication: West Germany

CODEN: FUSHA2 ISSN: 0016-2841

Language: German Document Type: Journal Paper (JP)

Treatment: General, Review (G)

Abstract: Following American developments, German marketing agencies are invading the privacy of telex, teletex and **fax** subscribers. The yellow pages technique and specialist firms, supplying blocks of up to 200 addresses of **potential customers** to memory stores for subsequent posting are responsible for a flood of unwanted **fax** messages. Some American usages are described; the 'Fax Flirt' dating service transmits a photograph, vital statistics and the phone number of a lonely heart. Of main interest is the detailed discussion of the legal situation in Germany; the trend is to ensure the protection of the private citizen from the commercial electronic intrusion. (0 Refs)

Subfile: B C

Descriptors: advertising; **facsimile**

Identifiers: USA; advertising; marketing agencies; telex; teletex; **fax**; yellow pages; memory stores; Germany

Class Codes: B6210H (Facsimile transmission); C7170 (Marketing)

13/5/4 (Item 4 from file: 2)

DIALOG(R)File 2:INSPEC

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02863151 INSPEC Abstract Number: B87027944, D87001153

Title: Group 4: overstated, over priced and over here?

Journal: Communications Now no.28 p.8 suppl.

Publication Date: Feb. 1987 Country of Publication: UK

CODEN: CONWEJ ISSN: 0266-299X

Language: English Document Type: Journal Paper (JP)

Treatment: General, Review (G); Practical (P)

Abstract: Group 4 **fax** is already operational to a very limited extent. Some people are obsessed with Group 4 and are overlooking the really exciting things many of us are doing with Group 3. Before Group 4 ever gets off the ground the chances are it will have been superseded by Group 5 or other emerging technologies. For the present, there is almost universal agreement that Group 3 in an enhanced form will be with us not only until Group 4 arrives but for a good few years beyond it. More pertinently, the advice from those in the know is that far from waiting for Group 4, **potential customers** should buy now-Group 3 prices look set for a slight rise in the coming months. (0 Refs)

Subfile: B D

Descriptors: **facsimile**

Identifiers: **fax** ; **facsimile** ; Group 4; Group 3; Group 5

Class Codes: B6210H (Facsimile transmission); D4040 (Facsimile)

13/5/5 (Item 5 from file: 2)

DIALOG(R)File 2:INSPEC

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02427640 INSPEC Abstract Number: B85025303

Title: Concept and systems for introduction of new data services and telephone services

Author(s): Zbinden, F.

Conference Title: New Systems and Services in Telecommunications II. Proceedings of the Second International Conference p.305-9

Editor(s): Cantraine, G.; Destine, J.

Publisher: North-Holland, Amsterdam, Netherlands

Publication Date: 1984 Country of Publication: Netherlands x+470 pp.

ISBN: 0 444 87550 6

Conference Date: 16-18 Nov. 1983 Conference Location: Liege, Belgium

Language: French Document Type: Conference Paper (PA)

Treatment: General, Review (G)

Abstract: Reviews the work of the Swiss PTT with a graph showing the growth of telephone, telex, television, **facsimile** and data communications since the 1930s and projections into the 1990s. The very uneven geographical distribution of **potential** customers for remote data processing services is highlighted. Objects of the PTT's directive plan for communications are discussed and the technical media (transmission, circuit and packet switching systems and connection networks) are reviewed. Installations for special services include message and telegram switching for store-and-forward text transmission, and telephone call retransmission

and diversion, alarm calling, and manual switching of international conversations. A diagram shows the interworking of the base network and connection networks with these specialised installations. (0 Refs)

Subfile: B

Descriptors: data communication systems; telecommunication services; telephone systems

Identifiers: TV; circuit switching systems; PABX; data services; telephone services; Swiss PTT; telex; **facsimile** ; data communications; data processing services; packet switching systems; telegram switching; store-and-forward text transmission; base network; connection networks

Class Codes: B6210 (Telecommunication applications)

13/5/6 (Item 1 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00498466 98IE06-108

Extranet auctions help companies manage inventory

Murphy, Kathleen

Internet World , June 8, 1998 , v4 n21 p13, 15, 2 Page(s)

ISSN: 1081-3071

Languages: English

Document Type: Articles, News & Columns

Geographic Location: United States

Reports that the convergence of online auctions and corporate extranets has boosted expectations for the business-to-business auction industry's sales to \$5.2 billion for this year. Says the auction market is especially good for moving short-cycle products that can create inventory management problems, such as products from the computer and semiconductor industries, and unsold media advertising time. Adds that it is also being used for commodity industries such as oil and gas. Notes that advertising companies in particular, have seen administrative costs drop dramatically since the **fax** -and-phone-call method of contacting **potential customers** has been replaced with the auction approach. Says some in the industry see the potential for completely eliminating the middle man in many kinds of transactions, while eroding the concept of fixed pricing. Includes three charts. (JC)

Descriptors: Electronic Commerce; Retailing; Advertising; Extranets

13/5/7 (Item 2 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00384940 95IR05-003

Message as medium -- Free e-mail service will carry ads

Bronson, Gail

Interactive Age , May 8, 1995 , v2 n14 p1, 49, 2 Page(s)

Company Name: ProductView Interactive

Languages: English

Document Type: Product Announcement

Geographic Location: United States

Announces the launching of a new **e - mail** provider, ProductView Interactive, which will be free to subscribers. However, the price of being free is that each piece of E-mail will carry the emblem of an advertiser, and users can click on the logo to learn more about the company's products. ProductView will require users to fill out surveys so that the advertisers can be provided with demographic data. Four Madison Avenue advertising firms are already pushing the service on **potential clients**. Notes that some other online services have toyed with the idea, but most feel it would

be difficult to introduce advertising to a group of users that are accustomed to unsponsored e-mail. (eqb)

Descriptors: Advertising; Electronic Mail; Internet; Business
Identifiers: ProductView Interactive

13/5/8 (Item 3 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00280086 92MF06-006

Sales Ally 3.3 -- Comparison report: Contact-management software

Nimersheim, Jack

Mobile Office , June 1, 1992 , v3 n6 p86, 88, 2 Page(s)

Company Name: Scherrer Associates

Product Name: Sales Ally

Languages: English

Document Type: Software Review

Grade (of Product Reviewed): b

Geographic Location: United States

Presents a favorable review of Sales Ally 3.3 (\$395), a contact-management software package specifically aimed towards sales and marketing personnel from Scherrer Associates Inc. of Philadelphia, PA (215). Features include a 1-99 rating scale for measuring the current sales 'temperature' of **potential clients** and direct **fax** transmission of documents created through its HP-compatible word processor, Letter Writer, as well as the ability to construct hierarchical links between individual contact records; its Notepad text editor supports **fax** transmissions, but on a limited basis. Says that Sales Ally can create hierarchical links within individual contact records as well as export database information through its ASCII Transfer feature; but, as typical of no-nonsense business-oriented contact-management packages, documentation may be tedious though the context-sensitive Help is useful and reliable. (PAM)

Descriptors: Contact Manager; Software Review; Consumer Information

Identifiers: Sales Ally; Scherrer Associates

13/5/9 (Item 1 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)

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09004605

OzPhone in CDMA plan

AUSTRALIA: NEW CDMA SERVICE PLANS BY OZPHONE

The Australian (XAA) 13 Oct 1998 Computers, p.63

Language: ENGLISH

Plans to introduce its new 1800MHz CDMA digital wireless services in Australia have been adopted by OzPhone for the half year to December 1999. The CDMA networks will offer rapid and reliable data services access like Internet, e-mail and **fax**. Besides that, the networks will also provide clear and secure voice communications. OzPhone is an operating firm of Leap Wireless International, with 10 spectrum licenses and 6 mn **potential clients**.

COMPANY: LEAP WIRELESS INTL; INTERNET; OZPHONE

PRODUCT: Cellular Radio Services (4811CR);

EVENT: Planning & Information (22);

COUNTRY: Australia (9AUS);

13/5/10 (Item 2 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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06616106
JS woos plate spinners
UK: SAINSBURY'S TO EXPAND HOME SHOPPING SERVICE
Grocer (GR) 11 Apr 1998 p.6

Sainsbury's, the first of the leading four supermarket retailers in the UK to aim for a national home shopping service, hopes to have reached 10% of the UK population within five months, as it targets **potential customers** who would benefit from its Orderline service, of whom some may not be traditional Sainsbury's shoppers. Goods can be ordered by phone, **fax** or via the Internet from a catalogue, for either next day collection from stores, costing GBt 3.50 an order or next day delivery, costing GBt 5. Sainsbury's plans to add five more stores to the scheme by the end of April 1998, and by September 1998, 32 stores will offer the service.

COMPANY: SAINSBURY'S

PRODUCT: Hypermarkets (5321); Grocery Stores (5411); Computers & Auxiliary Equip (3573); Communications Eqp ex Tel (3662);
EVENT: Marketing Procedures (24); Plant/Facilities/Equipment (44);
COUNTRY: United Kingdom (4UK);

13/5/11 (Item 3 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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06573123
InfoGrid maps out businesses
SINGAPORE: NEW BIZMAP NAVIGATOR FROM INFOGRID
Computerworld (XCK) 22 Jan 1998 P.4
Language: ENGLISH

The new BizMap Navigator CD-ROM has been launched by InfoGrid in Singapore and costs S\$ 24.90. InfoGrid is a joint venture company formed by Singapore Telecom and Singapore Power. The BizMap Navigator CD-ROM merges the entire Yellow Pages business listings with Singapore electronic maps. BizMap has over 280,000 business entries, 3,000 business clarifications with 23,000 address points and 6,000 landmarks. The BizMap companies are from the Singapore telephone directories, while Singapore Power develops and utilises the electronic map for the electricity supply network installation and maintenance. Advertising in BizMap is through banner/display advertisements, multimedia features and detailed company listings. With the BizMap CD-ROM, users can click the icon to automatically dial to phone numbers listed in the Yellow Pages database or utilise the vicinity search tool to identify **potential clients** by categories. This digitised information will be available on platforms like operator-assisted services, in-car navigation systems, **fax** -on-demand and kiosks in the future.

COMPANY: SINGAPORE POWER; SINGAPORE TELECOM; INFOGRID

PRODUCT: Computers & Auxiliary Equip (3573); Communications Eqp ex Tel (3662); Database Vendors (7375);
EVENT: Product Design & Development (33);
COUNTRY: Singapore (9SIN);

13/5/12 (Item 4 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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06342410
Mansped casts its Net wide
UK: ON-LINE QUOTING SERVICE BY MANSPED
International Freightening Weekly (IFW) 22 Jul 1996 p.9
Language: ENGLISH

An on-line rates quoting service has been launched via the Internet by Mansped, a UK logistics company owned by United Carriers. The company, which provides pan-European time-critical distribution services, will provide a quotation by telephone or fax to potential clients who have filled a form on computer.

COMPANY: UNITED CARRIERS; MANSPED

PRODUCT: Mail & Express Services (4310); Courier Services (7393CU);
Freight Transport (4002); Transport Services (4000);
EVENT: Product Design & Development (33); Marketing Procedures (24);
COUNTRY: United Kingdom (4UK);

13/5/13 (Item 5 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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06217946
AMP ENTERS BANKING RING WITH TELEPHONE HOME LOAN SERVICE
AUSTRALIA: AMP LAUNCHES NEW SERVICE
The Australian (XAA) 19 Oct 1995 P. 27
Language: ENGLISH

AMP Society has launched a new home mortgage loan service. The service to be sold over the phone in NSW initially will challenge the markets of the big 4 banks. Under the arrangement, potential clients can reach the life insurance house's subsidiary via Internet, phone or fax. Its interest rate stands at 9.4%, which is consistent with the bank rates. On the other hand, potential clients from other states can gain access to the service via agents initially. Subsequently, the telephone service will then be available in 1996.

COMPANY: AMP SOCIETY

PRODUCT: Retail Banking Services (6006); Mortgage Bankers & Brokers (6160); Private Debt (E5650); Insurance (6300);
EVENT: Product Design & Development (33); Companies Activities (10);
COUNTRY: Australia (9AUS);

13/5/14 (Item 6 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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05054430
xxx
ITALY - PTT TELECOM NETHERLANDS WINS FOOTHOLD
Computergram International (CGI) 5 May 1992 p1
ISSN: 0268-716X

The most important objective of the PTT Telecom Netherlands' first service 'antenna' in Italy, established last week, is broadening its previously limited relations with the Italian telecommunications carriers Italcable, SIP and Asst, says Wim Van Eck, general manager of the PTT Telecom's new office in Milan. In order to improve leased line connections for its customers between Italy and the Netherlands, PTT Telecom needed better co-operation with the Italian companies, said a spokesman. The spokesman noted that the PTT would be in competition with the Italian carriers only in areas where those companies do not hold a monopoly. Specifically, PTT Netherlands is offering its existing and **potential customers** in Italy leased line and managed network services through Unisource, its JV with the Swedish state phone company Televerket. The other objective to entering the Italian market, says PTT Netherlands, is to follow its international customers. Italy is one the top five European trading partners of the Netherlands. PTT Netherlands is planning to launch additional services this year in France and Spain, with offices in Paris and Madrid.

COMPANY: PTT TELECOM NETHERLANDS; SIP; ITALCABLE

PRODUCT: Telecommunications Services (4810); **Facsimile** Services (4811FS); Data Communications (4811DC);
EVENT: CORPORATE STRATEGY (22);
COUNTRY: Italy (4ITA); OECD Europe (415); European Economic Community Countries (419); NATO Countries (420);

13/5/15 (Item 7 from file: 583)

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04870148

New 'phone service launched by Mitel
US - MITEL TO LAUNCH NEW TELEPHONE SERVICE
Independent (TI) 4 February 1992 p22

Mitel (Canada), telecoms equipment maker with a 51% stake held by BT, will launch a telephone service between N America and the UK aimed mainly at large business customers. Discounts will be offered of up to 30% on the price for BT's switched **facsimile** links and telephone calls. Private network services will also be offered by Mitel. As soon as possible, Mitel will expand its service to other European countries. Mitel said its service will offer benefits to firms which face bills over GBP2k/month for calls to and from N America. The new service is already operating and Mitel is in talks with **potential customers** in the UK.

COMPANY: MITEL; BT

PRODUCT: Telecommunications Services (4810); **Facsimile** Services (4811FS); Data Communications (4811DC);
EVENT: NEW SERVICE LAUNCH (36);
COUNTRY: United States (1USA); United Kingdom (4UK); NATO Countries (420); South East Asia Treaty Organisation (913); Northern Europe (414); OECD Europe (415);

13/5/16 (Item 8 from file: 583)

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04660775

Prospects for Soviet Development

USSR - STATES SEEK TO IMPROVE TELECOMS
Communications International (CSI) 0 November 1991 p34+
ISSN: 0305-2109

As individual USSR states seek political and economic independence, they also need to improve communications, which are 20-40 years behind western levels. JVs with foreign firms are increasingly and mutually attractive, with 290 mil **potential customers** and 30-50% projected annual growth in demand for phone service. Foreign investors are competing for business, but hurdles include political uncertainty and instability, residual but diminishing CoCom restrictions, and approaching winter conditions. Article discusses the situation, with tabulated data on states' telephone infrastructure and on major JVs in switching, cellular and international services.

PRODUCT: Communications Equip ex Tel (3662); Cellular Radio Services (4811CR); Telecommunications Services (4810); **Facsimile** Services (4811FS); Fibre Optic Cables (3229FO); Data Communications (4811DC); Public Switches (3661PS);
EVENT: NEW CAPACITY (44); MARKET SIZE/STATISTICS (60); COMPANY FORMATION (12);
COUNTRY: USSR (6USS);

13/5/17 (Item 9 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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04564322
BT and IBM Set Telecommunications Venture
US/UK - BT AND IBM AGREE ON SYNCORDIA
International Herald Tribune (IHT) 9 October 1991 p11

BT, formerly British Telecommunications, and International Business Machines (IBM) have reached a cooperation agreement for Syncordia, BT venture, which aims to help firms cope with increasing complexities surrounding modern telecoms. Syncordia will offer outsourcing services. The outsourcing services market could be worth some USD1r3 bil currently and more in a few years, according to Andersen Consulting. Syncordia will focus on the 400-500 multinational firms with revenue of USD1r1 bil or more/y out of the 5k **potential customers** for the service. The BT and IBM agreement was announced on 7th October 1991. The firms will use existing software to repair and monitor the outsourcing operation. BT hopes that more multinational firms will turn over their telecoms operations to outsiders as borders open under the planned unification of Europe. BT is the third largest telecoms firm in the world after Nippon Telegraph & Telephone (NTT) and American Telephone & Telegraph. BT hopes to woo Deutsche Bundespost Telekom and NTT as partners.

COMPANY: SYNCORDIA; BT; INTERNATIONAL BUSINESS MACHINES

PRODUCT: Network Management (3661NM); Telecommunications Services (4810); Data Communications (4811DC); **Facsimile** Services (4811FS);
EVENT: NEW SERVICE LAUNCH (36); NEW SERVICE LAUNCH (36);
COUNTRY: United States (1USA); United Kingdom (4UK); NATO Countries (420); South East Asia Treaty Organisation (913); Northern Europe (414); OECD Europe (415);

13/5/18 (Item 10 from file: 583)
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04428379

RANK XEROX SPONSORS GAMES

UK - RANK XEROX SPONSORS GAMES

Financial Times (C) 1991 (FT) 2 August 1991 p10

Rank Xerox (UK): this article describes in detail why this company is sponsoring the Barcelona Olympic Games. As athletes round the world brace themselves for competition at the 1992 Olympic Games, a number of companies are gearing up for a different type of race in Barcelona. Corporate sponsors of the games will be using the event to boost business. The world's largest sporting spectacle may not provide the best opportunity for experimenting with new equipment, but it will offer an ideal way for manufacturers to show off existing machines and raise their profile with **potential customers**. Rank Xerox is a prime example. As one of the eight "joint partners" in the top sponsorship category of the games, the company has had to contribute the equivalent of Pta 2.5bn (GBP13.6m) for the privilege. However, rather than contributing cash, it has chosen to supply substantial quantities of document processing and electronic publishing equipment. Xerox is particularly proud of a specially packaged version of some of its existing products into a device called the Xerox Information Point (XIP), also known as electronic pigeonholes. Specially designed for the Olympics, the XIP comprises a Xerox personal computer and laser printer. Each has a touch-sensitive screen, which allows users to call up data by simply pressing on the appropriate place. The XIP was designed by Xerox Spain in consultation with the organising committee. The XIP has already found alternative uses and Xerox is already looking at other potential uses for its information points. (Abstract)**

Copyright: Financial Times Ltd 1991

PRODUCT: Laser Printing (2700PS); Document Image Management Systems (3573DM); Microcomputers (3573MI); **Facsimile** Equipment (3662FX); Electronic Publishing (4811EP); Facsimile Services (4811FS); Blueprint & Photocopy Svcs (7332);

EVENT: PLANT/FACILITIES/EQUIPMENT (44);

COUNTRY: Spain (4SPA); OECD Europe (415); European Economic Community Countries (419); NATO Countries (420);

13/5/19 (Item 11 from file: 583)

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03084191

COTTAGE INDUSTRY OF A DIFFERENT KIND

UK - COTTAGE INDUSTRY OF A DIFFERENT KIND

Financial Times (C) 1991 (FT) 8 December 1989 p36

UK: The current availability of advanced telecommunications, cheap PCs and **fax** machines has led to much interest in telecommuting, telemarketing and telecottages. The idea is that people can work from home, which is better for those who in rural areas, and it also means that others can move further away from city centres. An estimated 4 mil people in the UK will be working from home by 1995, according to the Henley Centre for Forecasting (UK), the highest number being those in professional and managerial positions. Telecottage is a Scandinavian concept and involves converting barns or farmhouses to offices through the installation of telecommunications and computers. The Eccles House Farm Workshops is one of the first planned telecottages. Telemarketing is a computerised system which enables small firms to sell their products and services without a large sales force. Through the use of advertising, **potential customers**

are directed to freephone numbers answered by computers. The article further discusses present projects under way to improve rural telecommunications.

Copyright: Financial Times Ltd 1991

PRODUCT: Microcomputers (3573MI); **Facsimile** Equipment (3662FX);
Communications (4800); Facsimile Services (4811FS);
EVENT: MARKET & INDUSTRY NEWS (60);
COUNTRY: United Kingdom (4UK); OECD Europe (415); NATO Countries (420);
South East Asia Treaty Organisation (913);

13/5/20 (Item 12 from file: 583)

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03020073

DEC COMPLEMENTS VAX/EDI WITH STANDARDS-BASED DEC/EDI
UK - DEC COMPLEMENTS VAX/EDI WITH STANDARDS-BASED DEC/EDI
Computergram International (CGI) 31 October 1989
ISSN: 0268-716X

With the announcement of its Electronic Data Interchange programme at the EDI '89 conference in London, the Reading, Berkshire-based UK arm of DEC is reaffirming its aim to supply Electronic Data Interchange products to work on a number of international standards, while stating that the integration of Electronic Data Interchange into the existing range of paper-based data transfer facilities, such as telex and **facsimile**, is the more realistic way forward. According to Colin Osborne, DEC's European Electronic Data Interchange Programme Manager, the Electronic Data Interchange world, already characterised by instability, will become increasingly unstable; the DEC/EDI programme, which increases support for the networks of existing Electronic Data Interchange service providers and various international standards, as well as offering a consultancy service, is, says Osbourne, a way for DEC to "hedge its bets with a vengeance", and to allow **potential clients**, who may need to use more than one standard, to do the same. The DEC/EDI gateway software extends the range of the current VAX/EDI product by supporting EDIFACT, the international standard, as well as X400, UN-TDI and ANSI X12, the standard required for dealings with the US. Industry-specific standards such as CEFIC, for the chemical industry, and Odette in the automotive industry, are also supported.

PRODUCT: Electronic Data Interchange (4811ED); Value Added Networks (4840VA);
EVENT: PRODUCTS, PROCESSES & SERVICES (30);
COUNTRY: United Kingdom (4UK); OECD Europe (415); NATO Countries (420);
South East Asia Treaty Organisation (913);

13/5/21 (Item 13 from file: 583)

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03012037

SLOWDOWN IN **FAX** SALES

UK - SLOWDOWN IN **FAX** SALES
Communicate (COE) 0 October 1989 p4

UK **fax** sales in the first two quarters of 1989 fell to 55,169 and 53,193 respectively, vs 56,427 in the last quarter of 1989, according to the

BFICC, which has revised downwards its prediction for 300k unit sales in 1989. Cheap poor quality machines could deter users, according to Steve Sharp, UK marketing and sales manager of Hitachi. Macrotype Design went into receivership due to approval expenses and marketing costs for its Tefax 10 model. Amstrad is to launch a GBP599 home and small business **fax** machine, to be delivered from Hong Kong in late Oct 1989. Faxit (UK) is to launch a credit card operated public **fax** machine, using a Mitsubishi 2150 **fax** and card scanner. Post Office Counters, Barclays Bank and British Airways are among interested **potential customers**.

PRODUCT: **Facsimile** Equipment (3662FX); Facsimile Services (4811FS);
EVENT: MARKET & INDUSTRY NEWS (60);
COUNTRY: United Kingdom (4UK); OECD Europe (415); NATO Countries (420);
South East Asia Treaty Organisation (913);

13/5/22 (Item 14 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)
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01232368

SILVER REED TO INTRODUCE AT-COMPATIBLE FOR GOVT USAGE
UK - SILVER REED TO INTRODUCE AT-COMPATIBLE FOR GOVT USAGE
Infomatics Daily Bulletin (IDB) 3 August 1987 p1

Silver Reed is to introduce in Sept a PC AT-compatible microcomputer for use in the public sector. Local govt customers, which have previously bought typewriters (38k over the last 2 years), will be offered the micros. The products will be marketed by HMSO and CCTA through mailing lists of more than 35k **potential customers**. Silver Reed will sell directly as well as through 25 of its 415 dealers. The micros with monitors will cost approximately #1.5k and will be sold for wordprocessing and communications. Orator **Email** /voice mail package will be offered at #795 whilst Broadwalk communications package offered at #156. Silver Reed expects sales worth more than #6m over the next 12 months.*

PRODUCT: Data Processing In Government (3573GS); Microcomputers (3573MI);
Word Processors (3573WP);
EVENT: COMPANIES ACTIVITIES (10);
COUNTRY: United Kingdom (4UK); OECD Europe (415); NATO Countries (420);
South East Asia Treaty Organisation (913);

13/5/23 (Item 15 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)
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00396229

SIEMENS VWSD TO BE USED BY OHIO BELL
US - SIEMENS VWSD TO BE USED BY OHIO BELL
Telephony (TLY) 30 June 1986 p25
ISSN: 0040-2656

Siemens' VWSD digital switch has been demonstrated by Ohio Bell, showing future benefits of the ISDN to **potential customers**. Wisconsin Bell has also used the Siemens VWSD in its demos and helped gauge customer interest to plan accordingly in producing ISDN services. The demonstrations are seen as giving a first-hand look at ISDN's ability to transmit voice electronic mail and personal computer data at the same time.

File 348:EUROPEAN PATENTS 1978-2004/Jul W02
(c) 2004 European Patent Office
File 349:PCT FULLTEXT 1979-2002/UB=20040715,UT=20040708
(c) 2004 WIPO/Univentio
File 371:French Patents 1961-2002/BOPI 200209
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Set	Items	Description
S1	657	(SALE OR SALES OR BUSINESS) (5N) (LEAD OR LEADS OR PROSPECT - OR PROSPECTS)
S2	2615	POTENTIAL() (CUSTOMER? ? OR CLIENT? ?)
S3	84319	((ANNOUNC? OR NOTIFICATION? OR NOTIFY OR NOTIFIES OR INTRODUCTION? OR CONTACT? ? OR CONTACTING OR INTRODUCTION? OR INTRODUC? ?) (5N) (E OR ELECTRONIC) ()MAIL? OR EMAIL? OR FAX OR FACSIMILE?)
S4	4	(COLD() (CALL OR CALLS OR CALLING) (5N) (ANNOUNC? OR NOTIFICATION? OR NOTIFY OR NOTIFIES OR INTRODUCTION? OR CONTACT? ? OR CONTACTING OR INTRODUCTION? OR INTRODUC? ?))
S5	2	AU=(SCHULTZE, A? OR SCHULTZE A?)
S6	41	S1(S)S3
S7	37	S6 AND IC=G06F
S8	0	S1(S)S4
S9	4	S4 NOT S7
S10	16	S2(5N)S3
S11	15	S10 NOT (S7 OR S9)
S12	15	S11 AND IC=G06F
S13	0	S2(S)S4
S14	0	S1(S)S5

7/3,K/1 (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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01116743 **Image available**

OWNER-BROKERED KNOWLEDGE SHARING MACHINE
SYSTEME DE PARTAGE DE CONNAISSANCES FOURNIES PAR L'INTERMEDIAIRE DU
DETENTEUR

Patent Applicant/Inventor:

ANDERSEN Richard Park, 2204 Gunar Drive, San Jose, CA 95124, US, US
(Residence), US (Nationality)

Legal Representative:

JEW Leon E (agent), The schinner Law Group, 96 Jessie Street, San
Francisco, CA 94105, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200438564 A2 20040506 (WO 0438564)

Application: WO 2003US34021 20031024 (PCT/WO US03034021)

Priority Application: US 2002421274 20021025

Designated States: AU CA JP US

(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PT RO SE
SI SK TR

Publication Language: English

Filing Language: English

Fulltext Word Count: 8265

Main International Patent Class: G06F

Fulltext Availability:

Detailed Description

Detailed Description

... is a measure of the strength of a relationship as defined by aggregate
interactions (phone, email, meetings) between one person

10

and another. This can be applied to data that is sought by a KR 120. For
example, contact data for a sales prospect may reside in more than
one DKOR and the KR 120 may want to identify...

7/3,K/2 (Item 2 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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01103668

RICH MEDIA PERSONAL SELLING SYSTEM
SYSTEME DE VENTE PERSONNALISEE A MEDIA ENRICHI

Patent Applicant/Assignee:

VIDEOSPHERES INC, 200 rue Montcalm, Suite 102, Gatineau, Quebec J8Y 3B5,
CA, CA (Residence), CA (Nationality), (For all designated states
except: US)

Patent Applicant/Inventor:

HAIGHTON Peter, 92 Longshire Circle, Ottawa, Ontario K2J 4K8, CA, CA
(Residence), CA (Nationality), (Designated only for: US)

MCLEOD Donald Guy, 42 Belvedere Crescent, Ottawa, Ontario K1M 2B4, CA, CA
(Residence), CA (Nationality), (Designated only for: US)

VAN ROOYEN Henri, 72 Cambior Crescent, Ottawa, Ontario K2T 1J4, CA, CA
(Residence), ZA (Nationality), (Designated only for: US)

Legal Representative:

MBM & CO (agent), P.O. Box 809, Station B, Ottawa, Ontario K1P 5P9, CA,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200425524 A2 20040325 (WO 0425524)

Application: WO 2003CA1321 20030910 (PCT/WO CA03001321)
Priority Application: US 2002409201 20020910
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG
KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NI NO NZ OM PG PH
PL PT RO RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN ZA
ZM ZW
(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PT RO SE
SI SK TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 7561

Main International Patent Class: G06F-017/60
Fulltext Availability:
Detailed Description

Detailed Description

... the CRM system as well as other avenues. For example, such firms as Eloqua™ provides **sales leads** for particular products or services in addition to others companies or mechanisms with similar capabilities...

...add contact information manually, or from a Customer Relationship Management (CRM) system and these potential **sales leads** (end users) can also be directed to the custom web-site. For example, manual entries can be performed by a sales professional by typing their client's **email** address 5 into the system server. There are a number of other avenues by which...

7/3,K/3 (Item 3 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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01049161 **Image available**

MANAGING A SERVICE ESTABLISHMENT'S INFORMATION OBJECTS
GESTION D'OBJETS D'INFORMATION D'UNE ENTREPRISE DE SERVICES

Patent Applicant/Inventor:

TURTON Kenneth D, 4770 Pontiac Lake Road, Waterford, MI 48328, US, US
(Residence), US (Nationality)

Legal Representative:

MCEVOY Douglas J (et al) (agent), Gifford, Krass, Groh, Sprinkle,
Anderson &, Citkowski, P.C., Suite 400, 280 N. Old Woodward Ave,
Birmingham, MI 48009, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200379189 A1 20030925 (WO 0379189)
Application: WO 2002US7603 20020313 (PCT/WO US0207603)
Priority Application: WO 2002US7603 20020313

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO
RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English
Filing Language: English

Fulltext Word Count: 7091

Main International Patent Class: G06F-009/45

Fulltext Availability:

Detailed Description

Detailed Description

... several listed fields in the lead information marketing screen 73
These fields briefly include the **lead** file number, **sales** person,
current date, call date, status of file (Active, Closed),
company/client/customer name, title, first and last name of contact
person, client address, and phone, **fax**, mobile home and pager numbers.
The lead information marketing screen 73 further includes
referral information...

7/3,K/4 (Item 4 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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01043254 **Image available**

METHOD AND SYSTEM FOR TRACKING AND PROVIDING INCENTIVES AND BEHAVIORAL
INFLUENCES RELATED TO MONEY AND TECHNOLOGY

PROCEDE ET SYSTEME DE SUIVI ET D'OCTROI D'INCITATIONS A DES TACHES ET
ACTIVITES ET AUTRES DOMAINES DE COMPORTEMENT TOUCHANT A L'ARGENT, AUX
INDIVIDUS, A LA TECHNOLOGIE, ET AUTRES VALEURS

Patent Applicant/Inventor:

MARSHALL T Thaddeus, 7 Clover Leaf Court, Medford, NJ 08055, US, US
(Residence), US (Nationality)

Legal Representative:

ROSENTHAL Robert E (agent), Duane, Morris LLP, One Liberty Place,
Philadelphia, PA 19103, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200373236 A2-A3 20030904 (WO 0373236)

Application: WO 2003US5982 20030227 (PCT/WO US03005982)

Priority Application: US 2002360347 20020227; US 2002361794 20020305; US
2002364237 20020313; US 2002364448 20020314; US 2002370518 20020404; US
2002394827 20020709; US 2002403166 20020813; US 2002413270 20020924; US
2002414860 20020930; US 2002416135 20021003; US 2002416288 20021004; US
2002418413 20021015; US 2002421170 20021025; US 2002422042 20021028; US
2002427787 20021119; US 2002429596 20021126; US 2002430542 20021202; US
2002433921 20021216; US 2003439306 20030109

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO
RU SD SE SG SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW
(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PT SE SI
SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 66639

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... may also include the offer of incentives such as sweepstakes entries for leaving phone numbers, **email** addresses, etc, and/or ...may have an interest in products, services, information etc may be contacted by phone, by **email** or by any other means so that products, product demonstrations and/or any other type of information in any context

58
may be communicated that may or may not **lead** to **sales** or other benefits depending upon the particular context and event.

[0001411 In another variation of...

7/3,K/5 (Item 5 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

01039473 **Image available**

MOBILE MARKETING SYSTEM

SYSTEME DE COMMERCIALISATION MOBILE

Patent Applicant/Assignee:

SALES AUTOMATION SUPPORT INC, 222 East Erie Street, Milwaukee, WI 53150,
US, US (Residence), US (Nationality), (For all designated states
except: US)

Patent Applicant/Inventor:

KESHEL Michelle L, 194 S. 7823 Overlook Bay Rd., #10H, Muskego, WI 53150,
US, US (Residence), US (Nationality), (Designated only for: US)

Legal Representative:

GRATZ Michael J (agent), Boyle Fredrickson Newholm Stein & Gratz, S.C.,
250 E. Wisconsin Ave., Suite 1030, Milwaukee, WI 53202, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200369428 A2-A3 20030821 (WO 0369428)

Application: WO 2003US1771 20030121 (PCT/WO US03001771)

Priority Application: US 2002349767 20020118

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO

RU SC SD SE SG SK SL TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW

(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PT SE SI
SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 13383

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... An interface 85 as shown in FIG. 32 may also be accessed to import potential **sales lead prospect** information 90. Under an "import leads" tab, a lead injector may be used to import...or may respond to voice prompt queries in the voicemail option. In either case, the **sales** support center captures the **prospect** -entered data and stores it in a centralized database. The sales support center immediately processes...

...the business rules established by the subscriber. This includes selection for notification via wireless delivery, **email**, or printed

delivery verification. The sales 1 support center further fulfills the prospect's information...

7/3,K/6 (Item 6 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2004 WIPO/Univentio. All rts. reserv.

00945905 **Image available**

SYSTEM AND METHOD FOR FRANCHISE, FINANCE, REAL ESTATE, AND SUPPLIER
RELATIONSHIP MANAGEMENT

SYSTEME ET PROCEDE DE FRANCHISE, DE FINANCE, D'IMMOBILIER ET DE GESTION DES
RELATIONS AVEC LE FOURNISSEUR

Patent Applicant/Assignee:

EURO-AMERICAN INTERNATIONAL INC, 2304 Levante Street, Carlsbad, CA 92009,
US, US (Residence), US (Nationality)

Inventor(s):

FISHER Nancy Ghanem, 2304 Levante Street, Carlsbad, CA 92009, US,

Legal Representative:

KELBER Steven B (et al) (agent), Piper Marbury Rudnick & Wolfe, LLP, 1200
Nineteenth Street, N.W., Washington, DC 20036, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200280078 A1 20021010 (WO 0280078)

Application: WO 2002US9995 20020402 (PCT/WO US0209995)

Priority Application: US 2001280133 20010402

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO

RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 8901

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... email with the I 0 Prospects to obtain additional information and to
learn if the **Prospects** match their criteria; send additional **sales**
information to **Prospect** ; receive a formal application; and perform a
credit check (and sometimes a background check) before...Form framed on
the Company Web site. Depending on the Prospect type, the
information comprises: **Prospect** identifying information; **business**
loan and equipment financing information; real estate location
information; and Prospect agreement to receive electronic...

7/3,K/7 (Item 7 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2004 WIPO/Univentio. All rts. reserv.

00935045 **Image available**

SYSTEM FOR AND METHOD OF REMOTELY QUALIFYING A PROSPECT FOR A DATA STREAM
TRANSFORMATION PROJECT

PROCEDE ET SYSTEME DE QUALIFICATION A DISTANCE D'UN PROSPECT POUR UN PROJET

DE TRANSFORMATION DE FLUX DE DONNEES

Patent Applicant/Assignee:

ORCHID SYSTEMS INC, 103 Old Colony Road, Wellesley, MA 02181, US, US
(Residence), US (Nationality)

Inventor(s):

ANTHONY Robert W, 103 Old Colony Road, Wellesley, MA 02181, US,

Legal Representative:

HAMILTON John A (et al) (agent), Choate, Hall & Stewart, Exchange Place,
53 State Street, Boston, MA 02109, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200269223 A2 20020906 (WO 0269223)

Application: WO 2002US2904 20020201 (PCT/WO US0202904)

Priority Application: US 2001776255 20010202

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO

RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZM ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 4130

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... to remotely qualify the 1 5 prospect's data stream transformation project proposal: determining the prospect's business initiative; conducting a cost versus benefit analysis; determining a client device interface targeted by the...

Claim

... to communicate with the prospect site to execute the steps of
1 8 determining the prospect's business initiative;
20 determining if the prospect remains qualified after the previous step;
22 conducting a cost versus benefit analysis;
24 determining...

7/3,K/8 (Item 8 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2004 WIPO/Univentio. All rts. reserv.

00929466 **Image available**

METHOD AND APPARATUS FOR REMOTELY PREPARING A TARGETED PROCEDURES MODEL FOR TRANSFORMING A DATA STREAM

PROCEDE ET APPAREIL POUR PREPARER A DISTANCE UN MODELE DE PROCEDURE CIBLE SERVANT A TRANSFORMER UN FLUX DE DONNEES

Patent Applicant/Assignee:

ORCHID SYSTEMS INC, 103 Old Colony Road, Wellesley, MA 02181, US, US
(Residence), US (Nationality)

Inventor(s):

WIEGAND David, 8601 188 SW, Edmonds, WA 98026, US,
ROMPALA Lew, 1302 C.R. 409, Spicewood, TX 78633, US,

Legal Representative:

HAMILTON John A (agent), Choate, Hall & Stewart, Exchange Place, 53 State Street, Boston, MA 02109, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200263508 A2-A3 20020815 (WO 0263508)

Application: WO 2002US3751 20020207 (PCT/WO US0203751)

Priority Application: US 2001778703 20010207

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO

RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 3111

Main International Patent Class: G06F-017/30

Fulltext Availability:

Detailed Description

Detailed Description

... the prospect company on phone 120, or can communicate via e-mail client 130 or **fax** machine 125. The **prospect** identifies the **business** purpose of the data stream transformation and the goals to be achieved by the process...

...integration, Web enablement, wireless data migration, public interface transformation, voice interaction, and machine control. The **prospect** may have additional **business** goals including removal of non-value added steps, reduction in errors, enhancement 1 0 of...

7/3,K/9 (Item 9 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2004 WIPO/Univentio. All rts. reserv.

00889177 **Image available**

AN EVENT REGISTRATION MANAGEMENT SYSTEM

SYSTEME DE GESTION D'ENREGISTREMENT D'UN EVENEMENT

Patent Applicant/Assignee:

FOCUS5 NET PTE LTD, 230 Victoria Street, #04-02/03 Bugis Junction Towers, Singapore 188024, SG, SG (Residence), SG (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

FOO Rosalind, Focus5.net Pte Ltd., 230 Victoria Street, #04-02/03 Bugis Junction Towers, Singapore 188024, SG, SG (Residence), SG (Nationality), (Designated only for: US)

TAN Bee Nah, Focus5.net Pte Ltd., 230 Victoria Street, #04-02/03 Bugis Junction Towers, Singapore 188024, SG, SG (Residence), SG (Nationality), (Designated only for: US)

Legal Representative:

SPRUSON & FERGUSON PTE LTD (agent), 51 Bras Basah Road, #02-03 Plaza By The Park, Singapore 189554, SG,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200223307 A2-A3 20020321 (WO 0223307)

Application: WO 2000SG148 20000915 (PCT/WO SG00000148)

Priority Application: WO 2000SG148 20000915

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ
TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 10971

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... organizers of events such as exhibitions, conferences, seminars, trade shows, meetings, and the like, which lead to business-to-business (B2B) transactions between registration service providers and the organizers, currently process registrations communicated by fax, e-mail, postal mail and telephone. Registration information is subsequently extracted from such correspondences and...

7/3,K/10 (Item 10 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2004 WIPO/Univentio. All rts. reserv.

00888253 **Image available**

A SYSTEM FOR EVENT REGISTRATION MANAGEMENT

SYSTEME DE GESTION D'INSCRIPTIONS

Patent Applicant/Assignee:

FOCUS5 NET PTE LTD, 230 Victoria Street, #04-02/03 Bugis Junction Towers, Singapore 188024, SG, SG (Residence), SG (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

FOO Rosalind, Focus5.net Pte Ltd., 230 Victoria Street, #04-02/03 Bugis Junction Towers, Singapore 188024, SG, SG (Residence), SG (Nationality), (Designated only for: US)

TAN Bee Nah, Focus5.net Pte Ltd., 230 Victoria Street, #04-02/03 Bugis Junction Towers, Singapore 188024, SG, SG (Residence), SG (Nationality), (Designated only for: US)

Legal Representative:

SPRUSON & FERGUSON PTE LTD (agent), 51 Bras Basah Road, #02-03 Plaza By The Park, Singapore 189554, SG,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200221896 A2-A3 20020321 (WO 0221896)

Application: WO 2000SG152 20000920 (PCT/WO SG0000152)

Priority Application: WO 2000SG148 20000915

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 15598

Main International Patent Class: G06F-017/60
Fulltext Availability:
Detailed Description

Detailed Description

... organizers of events such as exhibitions, conferences, seminars, trade shows, meetings, and the like, which lead to business -to- business (B2B) transactions between registration service providers and the organizers, currently process registrations communicated by fax, e-mail, postal mail and telephone. Registration information is subsequently extracted from such correspondences and...

7/3,K/11 (Item 11 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00865426 **Image available**

METHOD AND SYSTEM FOR REMOTELY COMMUNICATING WITH AN ON-LINE STOREFRONT
PROCEDE ET SYSTEME DE COMMUNICATION A DISTANCE AVEC UNE VITRINE VIRTUELLE

Patent Applicant/Assignee:

VERT TECH LLC, 103 Foulk Road, Wilmington, DE 19803, US, US (Residence),
US (Nationality)

Inventor(s):

MALLON Tom, 913 Mill Groove Drive, Audubon, PA 19403, US,

Legal Representative:

BOSWELL MaryJane (agent), Morgan, Lewis & Bockius LLP, 1800 M. Street,
N.W., Washington, DC 20036-5869, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200199024 A1 20011227 (WO 0199024)

Application: WO 2001US41046 20010620 (PCT/WO US0141046)

Priority Application: US 2000212823 20000621

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ
DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG
SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 4134

Main International Patent Class: G06F-017/60
International Patent Class: G06F-011/30 ...

... G06F-015/16

Fulltext Availability:
Claims

Claim

... background processes at S7-S I 1 to determine which salesperson should receive the potential sales lead. Once the server 100 decides on the specific salesperson, the trader's query is translated...

...Thus, the preferred embodiments of the invention lend itself to more efficient methods of generating sales leads and actual sales. Moreover, connections between traders on-line can be coordinated in real-time,

7/3,K/12 (Item 12 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
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00861574 **Image available**

METHOD OF DIRECT COMMUNICATION BETWEEN A BUSINESS AND ITS CUSTOMERS
PROCEDE DE COMMUNICATION DIRECTE ENTRE UNE ENTREPRISE ET SES CLIENTS

Patent Applicant/Inventor:

POWERS Arthur C, P.O. Box 1009, New York, NY 10014, US, US (Residence),
US (Nationality)

Legal Representative:

COHEN Myron (agent), Cohen, Pontani, Lieberman & Pavane, Suite 1210, 551
Fifth Avenue, New York, NY 10176, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200195222 A1 20011213 (WO 0195222)

Application: WO 2001US18442 20010607 (PCT/WO US0118442)

Priority Application: US 2000209923 20000607

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR

KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE

SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 17187

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... need of a

business to project an image of solidity, of trust deserved and
earned, **email** is not a viable option for either a first
magnitude or a small company concerned to project an ima@e of
value. **Email** advertisement and marketing messages are most
often seen as l1spam, "junk mail that fills the...

...pornography. Empowered, thoughtful businessmen are not eager to
display advertising and marketing business offerings in **email**
along with and adjacent to the messages of "spammers" and
pornography sellers. Of course there is a significant concern
about privacy and security. **Email** is easily diverted,
intercepted, and read by others. Management of first magnitude
businesses are eager...

...communications method that enables cost effective, direct,
secure, one-to-one dialog with customers and **prospects**. The
subject **business** model and software invention enables such
communications.

SUMNARY OF THE INVENTION

It is an object...

7/3,K/13 (Item 13 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00851724

METHOD FOR PROMOTING INTERNET WEB SITES

PROCEDE DE PROMOTION DE SITES WEB

Patent Applicant/Inventor:

YEISER John, Revolutionizer Products, L.L.C., 9745 Prospect Ave, Suite
204, Santee, CA 92071, US, US (Residence), US (Nationality)

Legal Representative:

MUSICK Eleanor (et al) (agent), Kilpatrick Stockton, LLP, Suite 2800,
1100 Peachtree Street, Atlanta, GA 30309, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200184458 A2 20011108 (WO 0184458)

Application: WO 2001US40663 20010503 (PCT/WO US0140663)

Priority Application: US 2000201636 20000503; US 2001273033 20010301

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 10063

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... 104, marketing to potential clients is performed. ASP
representatives, referred to as 'Account Executives' or ' Sales
Associates', access the ASP's lead database and initiates contact with
those leads. The ASP representatives will typically contact potential
clients...

...making cold calls, however, other communication
methods may be used including direct mail, electronic mail (email),
facsimile (fax), or via web site postings or banner advertisements,
or any
other appropriate method of disseminating...

7/3,K/14 (Item 14 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00843126

IMPROVEMENTS RELATING TO INFORMATION SYSTEMS

AMELIORATIONS APPORTEES A DES SYSTEMES D'INFORMATION

Patent Applicant/Assignee:

SCOOT TECHNOLOGY LTD, First Floor, 13/14 Margaret Street, London W1N 7LE,
GB, GB (Residence), GB (Nationality), (For all designated states
except: US)

Patent Applicant/Inventor:

KNOX Peter Marius, 116 Goddard Place, London N19 5GT, GB, GB (Residence),

GB (Nationality), (Designated only for: US)
Legal Representative:
AHMAD Sheikh Shakeel (et al) (agent), David Keltie Associates, 12 New
Fetter Lane, London EC4A 1AG, GB,
Patent and Priority Information (Country, Number, Date):
Patent: WO 200175642 A2 20011011 (WO 0175642)
Application: WO 2001GB1543 20010403 (PCT/WO GB0101543)
Priority Application: GB 20008159 20000403
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR
KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE
SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
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Fulltext Word Count: 18945

Main International Patent Class: G06F-017/60
Fulltext Availability:
Detailed Description

Detailed Description
... objects 3) 8. Figure 6 shows some examples of these, namely an html
page, a fax , a csv record, a radio jingle, an SMS message, a sales
lead , a television commercial, an external request an e-mail, a row of a
database. These...

7/3,K/15 (Item 15 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00825050

OFFER DELIVERY SYSTEM

SYSTEME DE DISTRIBUTION D'OFFRES DE VENTE

Patent Applicant/Assignee:

MARKETSOFT SOFTWARE CORPORATION, Suite 132, 10 Maguire Road, Lexington,
MA 02421-3112, US, US (Residence), US (Nationality), (For all
designated states except: US)

Patent Applicant/Inventor:

BERGH Christopher P, 19 Haskell Street, Lexington, MA 02420, US, US
(Residence), US (Nationality), (Designated only for: US)

BAUER Michael S, 90 Stoney Hill Road, Shrewsbury, MA 02055, US, US
(Residence), US (Nationality), (Designated only for: US)

MICHON Sidra, 5 Countryside Road, Littleton, MA 01460, US, US (Residence)
, US (Nationality), (Designated only for: US)

MILOUSHEV Zachary, 44 Glendale Road, Boxford, MA 01921, US, US
(Residence), US (Nationality), (Designated only for: US)

FURBISH Kevin, 10 Upland Road, #2, Belmont, MA 02478, US, US (Residence),
US (Nationality), (Designated only for: US)

GRANDINETTI Michael, -, -- (Residence), -- (Nationality), (Designated
only for: US)

EVETT Charles, 61 Range Road, Concord, MA 01742, US, US (Residence), US
(Nationality), (Designated only for: US)

ERMAN Gregory, 136 Powdermill Road, Sudbury, MA 01776, US, US (Residence)
, US (Nationality), (Designated only for: US)

MANDEL John, 4 Badger Circle, Acton, MA 01720, US, US (Residence), US
(Nationality), (Designated only for: US)

Legal Representative:

PRAHL Eric L (agent), Fish & Richardson, P.C., 225 Franklin Street,
Boston, MA 02110-2804, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200157713 A2 20010809 (WO 0157713)
Application: WO 2001US3785 20010205 (PCT/WO US0103785)
Priority Application: US 2000180254 20000204

Parent Application/Grant:

Related by Continuation to: US 2000180254 20000204 (CIP)

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ
DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG
SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

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Publication Language: English

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Fulltext Word Count: 8289

Main International Patent Class: G06F-017/00

Fulltext Availability:

Detailed Description

Detailed Description

... an offer passing through the channel to the customer.

Examples of direct channels 146 include **email**, Web, and direct mailings. Channels 140 also include indirect channels 142 through which offers are...

...organization who interact with customers 110. Some indirect channels 142 include automation tools, such as **sales** -force automation (SFA) systems and **lead** management systems that provide support to sales agents. In other indirect channels 142 offers are delivered to agents using simpler mechanisms such as electronic mail and **facsimile**. Channels 140 also include outbound call centers through which customers 110 are solicited by telephone...which are used to pass offers to customers 110. Indirect channel servers 245, such as **sales** force automation servers and **lead** management servers, provide a path for passing offers to agents 144, who then in turn...

...customers 110. Other server computers are associated with channels 140 are not shown, including a **fax** server for transmission of offers to customers. A customer 110 uses a customer computer 260 to access the offers passed from an **email** server or a Web server using an **email** client application 262 or a Web browser application 264 hosted on the customer computer.

Email...

7/3,K/16 (Item 16 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00807436 **Image available**

METHOD AND SYSTEM FOR TRACKING AND REWARDING CONNECTION TIME TO A NETWORK
RESOURCE

PROCEDE ET SYSTEME POUR SURVEILLER ET RECOMPENSER LE TEMPS DE CONNEXION A

UNE RESSOURCE RESEAU

Patent Applicant/Assignee:

STICKITSWEEPSTAKES LLC, 314 South State Street, Dover, DE 19901, US, US
(Residence), US (Nationality)

Inventor(s):

MARSHALL T Thaddeus, 7 Clover Leaf Court, Medford, NJ 08055, US,

Legal Representative:

ROSENTHAL Robert E (et al) (agent), Duane, Morris & Heckscher LLP, One
Liberty Place, Philadelphia, PA 19103-7396, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200141015 A1 20010607 (WO 0141015)

Application: WO 2000US32507 20001129 (PCT/WO US0032507)

Priority Application: US 99167982 19991130; US 2000722904 20001127

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

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Detailed Description

Detailed Description

... the individual using the information contained in the individual
background profile of that individual. The **contact** may occur by e -
mail , telephone, or other available real-time communications device, and
advise the individual of the number...

...the commencement of the telephone call in order to enhance the
likelihood that the targeted **sales prospect** will remain on the line.
The decision as to whether to **contact** the individual, and...

7/3,K/17 (Item 17 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00807340 **Image available**

**METHOD AND SYSTEM FOR ONLINE THIRD PARTY REFERRAL SYSTEM CUSTOMIZED TO THE
PURCHASER'S NEEDS**

**PROCEDE ET SYSTEME DE RECOMMANDATIONS EN LIGNE DIRIGES A DES TIERS ET
REPODANT AUX BESOINS D'ACHETEURS CONCERNES**

Patent Applicant/Assignee:

GOREFER COM INC, One Battery Park, 8th floor, New York, NY 10004, US, US
(Residence), US (Nationality)

Inventor(s):

LEVI Gilam, 1 Christopher Street #8D, New York, NY 10014, US,

Legal Representative:

LIN Maria C H (agent), Morgan & Finnegan, L.L.P., 345 Park Avenue, New
York, NY 10154-0053, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200140898 A2 20010607 (WO 0140898)

Application: WO 2000US42088 20001109 (PCT/WO US0042088)

Priority Application: US 99164984 19991111
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE
DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC
LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI
SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 9281

Main International Patent Class: **G06F**
Fulltext Availability:
Detailed Description

Detailed Description

... information on leads via the Internet, cellular devices or other
telecommunication methods (e.g. telephone, **facsimile**, etc) on potential
purchasers/intenders and/or merchants from lead suppliers. The lead
information is...

...or by other means for each lead supplied and may be further rewarded
when a **sale** is made. The **lead** supplier may also be the Intender.

The present invention further provides a system of collecting...

7/3,K/18 (Item 18 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00796219 **Image available**

NETWORK METHODS FOR INTERACTIVE ADVERTISING AND DIRECT MARKETING
PROCEDES DESTINES A LA PUBLICITE INTERACTIVE ET AU MARKETING DIRECT SUR
RESEAU

Patent Applicant/Assignee:

ADFLUENCE INC, Suite 101, 15200 Shady Grove Road, Rockville, MD 20850, US
, US (Residence), US (Nationality), (For all designated states except:
US)

Patent Applicant/Inventor:

GREEN Jason, 5717 Chapman Mill Drive #340, Rockville, MD 20852, US, US
(Residence), US (Nationality), (Designated only for: US)

SCHRODER Boris, 9862 Hollow Glen Place, Silver Spring, MD 20910, US, US
(Residence), DE (Nationality), (Designated only for: US)

Legal Representative:

SEAS Robert J (et al) (agent), Sughrue, Mion, Zinn, MacPeak & Seas, PLLC,
Suite 800, 2100 Pennsylvania Avenue, N.W., Washington, DC 20037-3213,
US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200129727 A2 20010426 (WO 0129727)

Application: WO 2000US26262 20001019 (PCT/WO US0026262)

Priority Application: US 99160765 19991021; US 2000175257 20000110; US
2000655759 20000905

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DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG
SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 22744

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Claims

Claim

... or all elements in the presentation directly through
the ad.

14 Viewer Surveys and **Sales Leads**

The advertising program can present a questionnaire
or survey to gather viewer feedback regarding the...
...requiring the viewer to
leave his or her prior activities. Similarly, the
program can generate **sales leads** for the advertiser to
send follow up information and marketing to interested
viewers, while minimally...

...send other

forms of advertising and direct marketing opportunities
to that viewer such as through **email**, telephone calls,
80
faxes, standard ground mail, or any other form of
communication.

15 Novel...

7/3,K/19 (Item 19 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00794337 **Image available**

REQUEST FOR BID METHOD

PROCEDE DE DEMANDE D'OFFRES

Patent Applicant/Assignee:

PSI-ETS, P.O. Box 1940, Dickinson, ND 58601, US, US (Residence), US
(Nationality)

Inventor(s):

BLETH Joel J, 1191 15th Avenue West, Dickinson, ND 58601, US,
TORMASCHY Willard R, 819 8th Avenue West, Dickinson, ND 58601, US,
HINTZ Myron, Route 3, Box 76, Dickinson, ND 58601, US,
KENSOK Jerome M, 4439 Oak Creek Drive, Fargo, ND 58104, US,

Legal Representative:

CARSON W Scott (et al) (agent), Dorr, Carson, Sloan & Birney, P.C., 3010
E. 6th Avenue, Denver, CO 80206, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200127839 A1 20010419 (WO 0127839)

Application: WO 2000US28075 20001010 (PCT/WO US0028075)

Priority Application: US 99158763 19991012; US 99174036 19991230

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

Search Performed by Sylvia Keys 19-Jul-04

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 13414

Main International Patent Class: G06F-017/60

Fulltext Availability:
Detailed Description

Detailed Description

... 1 1 0 converts it
electronically using conventional sort, filter, and match routines into a
sales lead 150. Where the RFQ needs to be converted to a different
media (e.g., **fax** to **email**), this too is done by the RFB application 1
10
1 5 at the host...

...is well known, such as the conventionally
available services that automatically provide faxes to an **email**
address, or manual entry of data from order forms into computers.

The **sales lead 150** is then distributed (e.g., various electronic
means
such as **email** or **fax**, or non-electronic means such as mail or
courier)
preferably at no charge, or for...

...that has registered with the RFB application
1 1 0 to receive that type of **sales lead 150**. The RFB application 1 1
0
may also select vendors 140 from a vendor...both buyers 120 and vendors
140.

If a vendor 140 decides not to purchase the **sales lead 150**,
the vendor 140 merely discards it. If a vendor 140 decides to
purchase the **sales lead 150**, the vendor 140 can communicate that
intention to the RFB application 110 by merely replying to the **sales**
lead 150, by **email** or otherwise (e.g., phone, pager, courier, **fax**,
etc.),
with a vendor quotation 160. The vendor quotation 160 is physically
sent to the...case of a registered vendor, debits the
vendor 140 account for the cost of the **sales lead 150**, and, by **email**

,
fax, mail, or otherwise, the RFB application 1 1 0 forwards a buyer
quotation 165 (i.e., containing appropriate routing instructions, such
as an **email** address or **fax** number) to the buyer 120.

It is to be expressly understood that accounts are
conventionally...an acknowledgment with the RFQ
data. The RFQ 130 is then converted 534 to a **sales lead 150** by
calculating and adding the price for the **sales lead**, category
information regarding the number of RFQ 130 that usually results in a
purchase for...

...120 or the buyer 120 sales
size and number of employees if it is a **business** buyer 120. The
resulting **sales lead 150** is posted in a mailbox for processing in
step
534 to ultimately be sent...in step 830

for the RFB application 1 1 0 to use in determining which **sales lead** 1 5 150 should be forwarded to the vendor 140 (e.g., using vendor page 900 in Figure 9). The vendor 140 can receive **sales leads** 150 where the buyer 120 has submitted an RFQ 130 for a category of products...

...determine which categories exist and to select which categories the vendor 140 wants to receive **sales leads** 150 for in step 834. If a desired category is not found, the vendor 140 is given the option to request one in step 836. The request is **emailed** to the RFB application administrator. For each category selected by the vendor 140 as one which the vendor 140 wants to receive **sales lead** 150 for, the vendor 140 is prompted in screen 1000 to enter keywords (e.g...which is apt to result in the most profit being generated.

To purchase a promising **sales lead** 150, the vendor 140 simply sends to the RFB application 1 1 01 by reply **email** or **fax** for example, a "quotation" for that particular **sales lead** 150. There are no other communications required. The quotation 160 can include price, terms, delivery can start out by requesting more **sales leads** 150, and buying more **sales leads** 150 than they can realistically hope to get orders for. But, over time, each vendor...

...present invent ion, focuses their efforts on what they do best and purchases only the **sales leads** 150 they can reasonably hope to generate profits from. Preferably, vendor 140 can cut...

...level playing field; even a small local hardware store with a simple computer for receiving **email** , and no web page or a **fax** or phone, is able to bid on all sorts of projects, and get the orders...vendor platform 140), generates a vendor quotation 160 in step 1460 in response to the **sales lead** 150, which is returned to the host 10 in step 1470. The host 10 processes...

...quotation 165 (e.g., by adding the buyer identity and routing information such as an **email** address or **fax** number) in step 1480 and returns the buyer quotation 165 to the buyer platform 120...can be assembled using a computer connected to the host 10 over the internet, the **sales lead** 150 can then be delivered to the vendor via **facsimile** , the vendor can return the vendor quotation 160 to the host 10 via **email** , and the buyer quotation 165 can be sent via courier to the buyer.

Also, as...

7/3,K/20 (Item 20 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00794336 **Image available**

INTEGRATED COMMERCE ENVIRONMENT (ICE) - A METHOD OF INTEGRATING OFFLINE AND
ONLINE BUSINESS
ENVIRONNEMENT DE COMMERCE INTEGRE (ICE) UN PROCEDE D'INTEGRATION
D'ENTREPRISE HORS LIGNE ET EN LIGNE

Patent Applicant/Inventor:

HEFNER L Lee Jr, 2835 Berwick Road, Birmingham, AL 35213, US, US

Search Performed by Sylvia Keys 19-Jul-04

(Residence), US (Nationality)
Legal Representative:
WESOLOWSKI Carl R (agent), Fleshner & Kim, LLP, P.O. Box 221200,
Chantilly, VA 20153-1200, US,
Patent and Priority Information (Country, Number, Date):
Patent: WO 200127838 A1 20010419 (WO 0127838)
Application: WO 2000US28068 20001012 (PCT/WO US0028068)
Priority Application: US 99158381 19991012
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ
DE DK DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC
LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI
SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
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Fulltext Word Count: 60287

Main International Patent Class: G06F-017/60

Fulltext Availability:

Claims

Claim

- ... if followed,
allow PUMP the opportunity to collect more data on the viewer and
potentially lead to more sales to the viewer.
9- The viewer decides if the coupon is the way she wants...
- ...Z. An exemplary embodiment for a procedure for a PUMP user to subscribe
to
an email notification service is shown in Fig. 26. Exemplary steps can
comprise one or more of...
- ...or promotion which is seen by one or
more consumers that is related to an email notification service. b. A
consumer subscribes to the service and receives an email notification
from the service which contains an offer for a benefit. C. She may click
...
- ...notice according to a specified schedule (periodic or not).
f. Then, for instance, whenever an email notice arrives, the viewer
decides whether or not she is interested in the offer of...

7/3,K/21 (Item 21 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00794295 **Image available**

EVENT MONITORING AND CLOSED-LOOP RESPONSE SYSTEM

SYSTEME DE CONTROLE D'EVENEMENTS ET DE REPOSE EN BOUCLE FERME

Patent Applicant/Assignee:

WATCHWIRE INC, 7 Central Street, Arlington, MA 02476, US, US (Residence),
US (Nationality)

Inventor(s):

KAMAN Charles H, 274 Dedham Street, Newton Highlands, MA 02461, US,
FIORENTINO Richard D, 43 Aaron Way, Carlisle, MA 01741, US,
SAMPSON Louis T, 31 Central Street, Arlington, MA 02174, US,
SAMPSON Wells A, 340 Acton Street, Carlisle, MA 01741, US,

communications.

3 7

Once CTQS 160 has received an action message from the...FMS 98 are preferably object instances with logic that will operate with voicemail pager, or **facsimile** data. Although these object instances are depicted discretely for clarification, they are preferably implemented generically...

...s personal homepage 222, client's personal e-mail 224, and other functionality such as **business sales prospects** 226 for the client. These optional functions may be used to enable system 20, 201...of the types of devices monitored, and displayed by screen 254 include corporate PBXs 256, **Fax** machines 258, **email** servers 260, Exchange Servers 262, Lotus® Notes™ servers 264, Web sites 266, video cameras 268...

...Fig. 22, e-mail screen 314 may indicate whether auto response is functional 316, incoming **email** is accepted 318, outgoing **email** is sent 320, **email** filters are operational 322, and junk mail (i.e., spam) filters are operational 324.

Fax machine screen 326, as shown in Fig. 23, may verify that the machine answered 328, **fax** was accepted 330, station identifier was operational 332, junk **fax** functions were operational 334, polling was operational 336, delayed 43

send function operated 338, transmission speed was acceptable 340, **fax** on demand functioned 342, and connect speed was within parameters 344.

Personnel screen 346, when...by the individual CT service providers. These servers are named "Paging Messaging Server" ALIAS "PMS". " **Fax** Messaging Server" ALIAS "FMS", and the "Voice Messaging Server" ALIAS "VMS", and %I **email** messaging server" ALIAS "EMS."

Receive message packages from the MS related to providing a CT...acknowledgements
Report failures to the appropriate processes if failure

Server Name: "Paging, Faxing, Voice and **email** Messaging Servers" ALIAS "PMS", "FMS". %NVMS//1 "EMS"

Scope of Services: The PMS, FMS, VMS EMS handles **email** services. The PMS, FMS, VMS & EMS further notifies the CTQS of its call progress status...

7/3,K/22 (Item 22 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00790595 **Image available**

METHOD, APPARATUS, AND SYSTEM FOR ENABLING CREATION AND MAINTENANCE OF REMOTE CGI SCRIPTS ON THE INTERNET

PROCEDE, DISPOSITIF ET SYSTEME PERMETTANT DE CREER ET CONSERVER A DISTANCE, SUR L'INTERNET, DES SCENARIOS CGI

Patent Applicant/Assignee:

INSTANTIS INC, 913 Hermosa Court, Sunnyvale, CA 94085, US, US (Residence)
, US (Nationality)

Inventor(s):

RAJE Prasad, 34336 Dunhill Drive, Fremont, CA 94555, US,

Legal Representative:

MALLIE Michael J (et al) (agent), Blakely, Sokoloff, Taylor & Zafman LLP,
12400 Wilshire Boulevard, 7th Floor, Los Angeles, CA 90025, US,

Patent and Priority Information (Country, Number, Date):

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Application: WO 2000US26883 20000929 (PCT/WO US0026883)

Priority Application: US 99157350 19990930; US 2000669594 20000926

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DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

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Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... functionality is expected to be a very widespread functionality of the hosted forms. For example, **sales leads** from customer inquiries can be sent to a sales **email** address in the company. Tech support inquiries from online forms can be sent to the tech support alias. A sales inquiry can be fanned out to separate **email** addresses, depending on the territory derived from the user's address. A tech support form...a reminder to a sales person to ensure that a follow up happens to a **sales lead**

within 5 days of form submission

A new web page form can be generated as a "follow up" form. For example, customers who are prospects can be **emailed** a LJRL to come back to. This form The events/actions can be scheduled.

At...

7/3,K/23 (Item 23 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00784184 **Image available**

A SYSTEM, METHOD FOR FIXED FORMAT STREAM COMMUNICATION IN A COMMUNICATION SERVICES PATTERNS ENVIRONMENT

SYSTEME, PROCEDE ET ARTICLE POUR FLUX DE FORMAT FIXE DANS UN ENVIRONNEMENT A CONFIGURATIONS DE SERVICES DE COMMUNICATION

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US

(Residence), US (Nationality)

Inventor(s):

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly LLP, P.O. Box 52037, Palo Alto, CA 94303-0746, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200117194 A2-A3 20010308 (WO 0117194)
Application: WO 2000US24114 20000831 (PCT/WO US0024114)
Priority Application: US 99386430 19990831
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ
DE DK DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR
LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL
TJ TM TR TT UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 149954

International Patent Class: G06F-017/22 ...
Fulltext Availability:
Claims

Claim

... business process;
Integration of peripherals
The workflow system should support many different types of printers, modems, fax machines, scanners, and pagers. This is especially important because of the diversity of the users...
...deadlines such as those associated with government regulations, contractual obligations, accounting periods, customer service, and sales lead follow-up. Typical workflow goals are shorter time to market and quicker response times.

7/3,K/24 (Item 24 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT
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00784140

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A GLOBALLY ADDRESSABLE INTERFACE IN A COMMUNICATION SERVICES PATTERNS ENVIRONMENT
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION S'APPLIQUANT DANS UN ENVIRONNEMENT DE STRUCTURE DE SERVICES DE COMMUNICATIONS VIA UNE INTERFACE ADRESSABLE GLOBALEMENT

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality)

Inventor(s):

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 1400 Page Mill Road, Palo Alto, CA 94304, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200116735 A2-A3 20010308 (WO 0116735)

Application: WO 2000US24198 20000831 (PCT/WO US0024198)

Priority Application: US 99387214 19990831

Designated States: AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CU CZ DE DK
DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT
LU LV MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR
TT UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 150371

Main International Patent Class: G06F-009/46

Fulltext Availability:

Detailed Description

Detailed Description

... discussion may be intended to be a logical discussion that aims to highlight the new **business** capabilities enabled by new technologies. So for example, there could be a PowerBuilder application executing... process;

241

Integration of peripherals

The workflow system should support many different types of printers, modems, **fax** machines, scanners, and pagers. This is especially important because of the diversity of the users...

7/3,K/25 (Item 25 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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00784135

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A LOCALLY ADDRESSABLE INTERFACE IN A COMMUNICATION SERVICES PATTERNS ENVIRONMENT
SYSTEME, PROCEDE ET ARTICLE DE PRODUCTION METTANT EN OEUVRE UNE INTERFACE ADRESSABLE LOCALEMENT DANS UN ENVIRONNEMENT DE CONFIGURATIONS DE SERVICES DE COMMUNICATION

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US

(Residence), US (Nationality)

Inventor(s):

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 38th Floor, 2029 Century Park East, Los Angeles, CA 09967-3024, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200116727 A2-A3 20010308 (WO 0116727)

Application: WO 2000US24189 20000831 (PCT/WO US0024189)

Priority Application: US 99387064 19990831

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 151048

Main International Patent Class: G06F-009/44

International Patent Class: G06F-009/46

Fulltext Availability:

Detailed Description

Detailed Description

... business process;

Integration of peripherals

The workflow system should support many different types of printers, modems, **fax** machines, scanners, and pagers. This is especially important because of the diversity of the users...

7/3,K/26 (Item 26 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

(c) 2004 WIPO/Univentio. All rts. reserv.

00784126

SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR AN EXCEPTION RESPONSE TABLE
IN ENVIRONMENT SERVICES PATTERNS

SYSTEME, PROCEDE ET ARTICLE DE PRODUCTION DESTINES A UNE TABLE DE REPONSE
D'EXCEPTION DANS DES CONFIGURATIONS DE SERVICES D'ENVIRONNEMENT

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality)

Inventor(s):

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918
, US,

Legal Representative:

HICKMAN Paul L (et al) (agent), Oppenheimer Wolff & Donnelly LLP, 38th
Floor, 2029 century Park East, Los Angeles, CA 90067-3024, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200116706 A2-A3 20010308 (WO 0116706)

Application: WO 2000US24086 20000831 (PCT/WO US0024086)

Priority Application: US 99387873 19990831

Designated States: AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CU CZ DE DK

DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT

LU LV MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR

TT UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 150318

Main International Patent Class: G06F-009/44

Fulltext Availability:

Detailed Description

Detailed Description

... with the compromises made for today's component
construction environment;

7

Figure 52 illustrates a **business** process to object mapping;

Figure 53 is a diagram which illustrates a graph of resilience...business
process;

Integration of peripherals

The workflow system should support many different types of printers, modems, **fax** machines, scanners, and pagers. This is especially

important because of the diversity of the users...

7/3,K/27 (Item 27 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00784125

SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR PIECEMEAL RETRIEVAL IN AN
INFORMATION SERVICES PATTERNS ENVIRONMENT
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION DESTINES A LA RECHERCHE
FRAGMENTAIRE DANS UN ENVIRONNEMENT DE MODELES DE SERVICES
D'INFORMATIONS

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US

(Residence), US (Nationality)

Inventor(s):

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918
, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 38th Floor,
2029 Century Park East, Los Angeles, CA 90067-3024, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200116705 A2-A3 20010308 (WO 0116705)

Application: WO 2000US24085 20000831 (PCT/WO US0024085)

Priority Application: US 99386433 19990831

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ
VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 150355

Main International Patent Class: G06F-009/44

Fulltext Availability:

Detailed Description

Detailed Description

... business process;

Integration of peripherals

The workflow system should support many different types of printers,
modems, **fax** machines, scanners, and pagers. This is especially
important because of the diversity of the users...

7/3,K/28 (Item 28 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00784119

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A REFRESHABLE PROXY POOL IN
A COMMUNICATION ENVIRONMENT

SYSTEME, PROCEDE ET ARTICLE POUR GROUPE D'ELEMENTS MANDATAIRES (PROXY)
RAFFRAICHISSABLES DANS UN ENVIRONNEMENT A CONFIGURATIONS DE SERVICES DE
COMMUNICATION

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality)

Inventor(s):

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918
, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly LLP, 1400 Page Mill
Road, Palo Alto, CA 94304, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200116668 A2-A3 20010308 (WO 0116668)

Application: WO 2000US24113 20000831 (PCT/WO US0024113)

Priority Application: US 99386239 19990831

Designated States: AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE

DK DM DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL

TJ TM TR TT TZ UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 149976

Main International Patent Class: G06F-009/46

Fulltext Availability:

Claims

Claim

... business process;

Integration of peripherals

The workflow system should support many different types of printers,
modems, **fax** machines, scanners, and pagers. This is especially
important because of the diversity of the users...

...deadlines such as those associated with government regulations,
contractual obligations, accounting periods, customer service, and **sales**
lead follow-up. Typical workflow goals are shorter time to market and
quicker response times.

Are...

7/3,K/29 (Item 29 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00777984 **Image available**

SYSTEMS AND METHODS FOR CONTACTING PROSPECTIVE CUSTOMERS

SYSTEMES ET PROCEDES SERVANT A CONTACTER DES CLIENTS POTENTIELS

Patent Applicant/Assignee:

ICAPTURE, 3128 M Street, NW, Washington, DC 20007, US, US (Residence), US
(Nationality)

Inventor(s):

SOMMER Eric, 3905 Wyndom Place, Washington, DC 20016, US,

Legal Representative:

MARCOU George T (agent), Kilpatrick Stockton LLP, 700 Thirteenth Street,
N.W., Washington, DC 20005, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200111520 A1 20010215 (WO 0111520)

Application: WO 2000US21188 20000804 (PCT/WO US0021188)

Priority Application: US 99147401 19990806
Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK
DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ
TM TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 5508

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
Detailed Description

Detailed Description

... to herein as product advocates, these individuals serve multiple functions at multiple stages of the **sales lead** generation and follow-up process. Product advocates may perform cold calls to prospective I 0...

...vendors and can quickly answer weed out questions from prospective customers via telephone, e-mail, **fax** or the like. The product advocates then relay information that they obtain about prospective customers...

7/3,K/30 (Item 30 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00774521 **Image available**

NETWORK-BASED TRANSACTION SYSTEM AND METHOD
SYSTEME ET PROCEDE DE TRANSACTION EN RESEAU

Patent Applicant/Assignee:

NETGENSHOPPER COM INC, 12701 Fair Lakes Circle,, Suite 250, Fairfax, VA
22033, US, US (Residence), US (Nationality)

Inventor(s):

PICKERING George H Jr, 6320 Shirey Lane, Centreville, VA 22033, US

Legal Representative:

WESOLOWSKI Carl R, Fleshner & Kim, LLP, P.O. Box 221200, Chantilly, VA
20153-1200, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200108067 A1 20010201 (WO 0108067)

Application: WO 2000US19940 20000721 (PCT/WO US0019940)

Priority Application: US 99144828 19990721

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK
DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ
TM TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 7715

Main International Patent Class: **G06F-017/60**
Fulltext Availability:

Detailed Description

Detailed Description

... information capture forms, meaning that they are specific to certain criteria, such as type of **business** .

Alternatively, when the **lead** generation engine 102 and product selection and price quotation system 103 have completed their respective ...

...For example, the contact information should preferably include the vendor's name, address, phone and **fax** numbers, web and e-mail addresses. Product information should preferably include the name, price, and...the next step.

Step 406 shows that the system notifies the seller of a potential **sales lead** . This can be accomplished by sending an e-mail to the seller, sending a **fax** to the seller, or any other method of communication. The seller can be provided with...

7/3,K/31 (Item 31 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00769465 **Image available**

AUTOMATIC PROCESSING SYSTEM FOR ELECTRONIC FOREIGN LANGUAGE COMMUNICATION SYSTEME DE TRAITEMENT AUTOMATIQUE DE TELECOMMUNICATIONS ELECTRONIQUES EN LANGUES ETRANGERES

Patent Applicant/Assignee:

WORLDLINGO COM PTY LTD, Unit 4, 107 Quay Street, Brisbane, QLD 4000, AU,
AU (Residence), AU (Nationality), (For all designated states except:
US)

Patent Applicant/Inventor:

SCANLAN Phillip Lee, Unit 4, 107 Quay Street, Brisbane, QLD 4000, AU, AU
(Residence), AU (Nationality), (Designated only for: US)

Legal Representative:

FISHER ADAMS KELLY, Level 13, Amp Place, 10 Eagle Street, Brisbane, QLD
4000, AU

Patent and Priority Information (Country, Number, Date):

Patent: WO 200102994 A1 20010111 (WO 0102994)

Application: WO 2000AU783 20000630 (PCT/WO AU0000783)

Priority Application: AU 991419 19990705

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 4898

Main International Patent Class: **G06F-017/28**

Fulltext Availability:

Detailed Description

Detailed Description

... problem of communication, such as negotiating the sale. Many web pages encourage a purchaser to **email** the owner of the web page to seek information or make purchases. If the native language of the purchaser is different from the seller, the language barrier may again **lead** to a lost **sale**.

The language barrier in email is also faced by multinational corporations. Email is fast becoming...

7/3,K/32 (Item 32 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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00767664 **Image available**

METHOD AND APPARATUS FOR FACILITATING COMPUTER NETWORK TRANSACTIONS

PROCEDE ET APPAREIL DESTINES A FACILITER LES TRANSACTIONS DANS UN RESEAU INFORMATIQUE

Patent Applicant/Assignee:

CONTROL COMMERCE INC, c/o Crossover Technologies, 141 Fifth Avenue, Sixth Floor, New York, NY 10010, US, US (Residence), US (Nationality)

Inventor(s):

WOLFF Eric L, 7015 Charmant Drive #237, San Diego, CA 92122, US,

Legal Representative:

MARTIN Neil F (et al) (agent), Brown, Martin, Haller & McClain, 1660 Union Street, San Diego, CA 92101-2926, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200101287 A2 20010104 (WO 0101287)

Application: WO 2000US40054 20000601 (PCT/WO US0040054)

Priority Application: US 99344819 19990625

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 12414

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... to access and download the purchase order.

If the merchant wishes to receive messages via **FAX**, at step 312, host server 12 generates a **FAX** message for the merchant including the user-entered data and the merchant's **FAX** number. At step 314, host server 12 downloads the **FAX** message to **FAX** server 42 (FIG. 1) for transmission to a merchant **FAX** 1 0 machine 48 (FIG. 1). Since the **FAX** message includes the purchase order, even a merchant without Internet access can use system 1 0 to generate **sales** and **leads**, once a product/service record is created.

Thus, system 10 facilitates transactions between the user...

7/3,K/33 (Item 33 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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007588117 **Image available**

CUSTOMER LEAD MANAGEMENT SYSTEM

SYSTEME DE GESTION DE PISTES DE CLIENTS EVENTUELS

Patent Applicant/Assignee:

MARKETSOFT SOFTWARE CORPORATION, Suite 132, 10 Maguire Road, Lexington,
MA 02421-3112, US, US (Residence), US (Nationality)

Inventor(s):

BURGH Christopher P, -,
GILBY Nancy Benovich, Concord, MA 01742, US,
EVETT Charles, Concord, MA 01742, US,
FEAREY Peter, Sudbury, MA 01776, US,
ERMAN Gregory, Sudbury, MA 01776, US,
TIU David, Somerville, MA, US,
MANDEL John, Acton, MA 01720, US,

Legal Representative:

PRAHL Eric L (agent), Fish & Richardson P.C., 225 Franklin Street,
Boston, MA 02110-2804, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200072210 A1 20001130 (WO 0072210)

Application: WO 2000US14092 20000522 (PCT/WO US0014092)

Priority Application: US 99135521 19990521

Designated States: CA JP

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

Publication Language: English

Filing Language: English

Fulltext Word Count: 9055

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... centers, business card or badge scanners at trade shows, providers of commercial mailing lists, and **business** software applications. In this embodiment, **leads** 162 refer to "customer" leads that relate to potential purchases by those customers of products...

...automatically route some or all leads sent to them to other users. For example, a **sales** manager may configure his **lead** box to automatically route **leads** to particular **sales** representations based on the geographic region of the lead.

When a lead is sent to...

7/3,K/34 (Item 34 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00743967 **Image available**

AUTOMATIC TRANSACTION CLEARING SYSTEM AND METHOD

SYSTEME ET PROCEDE DE COMPENSATION PAR TRANSACTION AUTOMATIQUE

Patent Applicant/Assignee:

ECLEARING COM INC, 70 East Lake Street, Chicago, IL 60601, US, US
(Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

STAHL Charles S Jr, 279 Oakton Court, Lisle, IL 60532, US, US (Residence)
, US (Nationality), (Designated only for: US)
BOUCHARD Gary P, 1921 Banks Drive, Elgin, IL 60123, US, US (Residence),
US (Nationality), (Designated only for: US)
LICHTMAN Herbert R, Suite 1811, 151 North Michigan Avenue, Chicago, IL
60601, US, US (Residence), US (Nationality), (Designated only for: US)
CLARK Michael R, Unit 202, 525 West Oakdale, Chicago, IL 60657, US, US
(Residence), US (Nationality), (Designated only for: US)

Legal Representative:

POTTHAST James W, Potthast & Associates, 2712 North Ashland Avenue,
Chicago, IL 60614, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200057337 A1 20000928 (WO 0057337)
Application: WO 2000US8284 20000324 (PCT/WO US0008284)
Priority Application: US 99126204 19990325

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE
ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT
UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 30046

Main International Patent Class: G06F-017/60

Fulltext Availability:

Claims

Claim

... be dismissed. If you have documents to submit that are related to this
complaint, please **fax** them to (847) 381-2147, or **email** them to
Internet

Arbitration Services. In either case , be sure to reference your
transaction
number...

...submit that are related to this
complaint, please **fox** them to (847) 381-2147, or **email** them to Internet
Arbitration Services. In either case , be sure to reference your
transaction number...the check. If you have documents
to submit that are related to this answer, please **fax** them to (847) 381
or **email** them to Internet Arbitration Services. In either case, be sure
to reference your transaction number...

...over runs not attributed to Mast Monament and a possible weakening
of the pending **sale prospects** of the proper y which is not MM's
responsibility.
Main Menu I Message Center...

...cost over runs not attributed to Most Manaciement and a possible
weakening
of the pending **sale prospects** of the property which is not MM's
responsibility.
Your decision:
Considering that both parties...over runs not attributed to Mast Mana
ement and a possible weakening
of the pending **sale prospects** of the proper@y which is not MM's

responsibility.

Your decision:

Considering that both...

...Daytime El 12 96670:@

Phone

Fox rl =31 2- 46 6 - 9 6 61

Number

Email I N N O V8 @A M E R I T E C H . N E...

...messages about transactions nearing automatic fund release deadlines, handles automatic fund releases, and generates reminder emails to people

who have mail getting stale in the Message Center. It should be run...of

Patents and Trademarks PY-@@Z

Box PCT EDWARD R COSIMANO

Washington, D.C. 20231

Facsimile No. (703) 305-3230 Telephone No. (703) 308-97

Form PCT/ISA/210 (second sheet...

7/3,K/35 (Item 35 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00742416 **Image available**

SYSTEM FOR AN ON-LINE TELECOMMUNICATIONS SEARCH ENGINE AND MARKETPLACE

SYSTEME MOTEUR DE RECHERCHE CONCERNANT LES TELECOMMUNICATIONS EN LIGNE ET MARCHE

Patent Applicant/Assignee:

TELEZOO COM CORPORATION, Suite 704, 1600 Wilson Boulevard, Arlington, VA 22209, US, US (Residence), US (Nationality)

Inventor(s):

SHAMS Elias, 4411 Cathedral Avenue, NW, Washington, DC 20016, US,

VED Rajeev, 12606 Gray Eagle Court #33, Germantown, MD 20874, US,

Legal Representative:

PADE Jeffrey A (et al) (agent), Cooley Godward LLP, Attn: Patent Group, One Freedom Square, 11951 Freedom Drive, Reston, VA 20190-5601, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200055787 A2 20000921 (WO 0055787)

Application: WO 2000US6648 20000315 (PCT/WO US0006648)

Priority Application: US 99267660 19990315

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 12367

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... any company previously unrecristered. This ID will house the email POC for the purposes of sales lead and proposal notification, for the

hrik-ing of company to product, and for the linking...

...their products more actively. In a step 190S. the customer POC is then notified via email with user id (login name) and password.

1 7

The recyistration process is not...

7/3,K/36 (Item 36 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2004 WIPO/Univentio. All rts. reserv.

00733745 **Image available**

METHOD AND SYSTEM FOR PROVIDING A USER WITH INTEGRATED INTERACTIVE ACCESS TO PRODUCTS AND SERVICES

METHODE ET SYSTEME PERMETTANT DE FOURNIR A UN UTILISATEUR L'ACCES INTERACTIF INTEGRE A DES PRODUITS ET SERVICES

Patent Applicant/Assignee:

CITIBANK N A, 399 Park Avenue, New York, NY 10043, US, US (Residence), US (Nationality)

Inventor(s):

SOKOTA Karen, Apartment 11-A, 235 East 22nd Street, New York, NY 10010, US

EZROL Lisa, Apartment 11-H, 400 Chambers Street, New York, NY 10282, US

MILLER Mary, 111 Elm Street, Roslyn Heights, NY 11577, US

SHAPIRO Arlene, Apartment 11-E, 410 West 24th Street, New York, NY 10011, US

Legal Representative:

MARCOU George, Kilpatrick Stockton LLP, Suite 800, 700 13th Street, N.W., Washington, DC 20005, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200046732 A1 20000810 (WO 0046732)

Application: WO 2000US2670 20000202 (PCT/WO US0002670)

Priority Application: US 99118427 19990202; US 99143797 19990714

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 17413

Main International Patent Class: G06F-019/00

Fulltext Availability:

Claims

Claim

... RELEASES

294 BANNER ADS

296 EMAIL

298 TRADE SHOWS

300 JOINT MARKETING INTERACTIVE PROGRAMS

302 SALES LEAD PROGRAMS

304 OTHER ON-LINE AND OFF-LINE MARKETING TOOLS

FiGm 49

92 ---` NEWS AND...

...mtm.sSimier 411' Valcmi, and h-adcmark.@

It

PCT

1

Wilsilingloll. D.I. 2023 I

Facsimile No. (703) 305-3230 Telephone Nti. I @01) @105-3900

Form PCT/ISA/210 (second...

7/3,K/37 (Item 37 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2004 WIPO/Univentio. All rts. reserv.

00494823 **Image available**

METHOD AND APPARATUS FOR FACILITATING COMPUTER NETWORK TRANSACTIONS

PROCEDE ET APPAREIL UTILISES POUR FACILITER LES TRANSACTIONS SUR RESEAUX INFORMATIQUES

Patent Applicant/Assignee:

BANNER BUY L L C,

Inventor(s):

WOLFF Eric L,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9926175 A1 19990527

Application: WO 98US22410 19981023 (PCT/WO US9822410)

Priority Application: US 97972604 19971118

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GD GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV

MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG

UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE

CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN

GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 12085

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... access and download the purc-hase order.

If the merchant wishes to receive messages via **FAX** , at step 31 2, host server 1 2 generates a **FAX** message for the merchant including the user-entered data and the merchant's **FAX** number. At step 31 4, host server

1 2 downloads the **FAX** message to **FAX** server 42 (FIG. 1) for transmission

1 0 to a merchant **FAX** machine 48 (FIG. 1). Since the **FAX** message includes the purchase order, even a merchant without Internet access can use system 1 0 to generate **sales** and **leads** , once a product/service record is created.

Thus, system 10 facilitates transactions between the user...

?

9/3,K/1 (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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01125556

METHOD OF SALES AND MARKETING PRIMARILY INVOLVING CATALOGUE ADVERTISING
METHODE DE VENTE ET DE MARKETING IMPLIQUANT ESSENTIELLEMENT LA PUBLICITE
PAR CATALOGUE

Patent Applicant/Assignee:

U S TENDER, 31 West 34th Street, New York, NY 10001, US, US (Residence),
US (Nationality)

Inventor(s):

DVIR Haim, 49 Oak Avenue, Tenefly, NJ, US,

Legal Representative:

KENNEY Michael P (et al) (agent), Amster, Rothstein & Ebenstein, 90 Park
Avenue, New York, NY 10016, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200446990 A1 20040603 (WO 0446990)

Application: WO 2003US36535 20031114 (PCT/WO US03036535)

Priority Application: US 2002295377 20021115

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO
RU SC SD SE SG SK SL TJ TM TN TR TT TZ UA UG UZ VC VN YU ZA ZM ZW
(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PT RO SE
SI SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) BW GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 5636

Fulltext Availability:

Detailed Description

Detailed Description

... other

telemarketing activities related to the auction may be undertaken by the
Agents, including even **cold - calling** consumers to **introduce** them to
the auction.

The auction process utilized is often referred to as a "sealed...

9/3,K/2 (Item 2 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

01033958

SERVICE AND METHOD FOR SELF-DIRECTED MARKETING
SERVICE ET PROCEDE D'AUTO-MARKETING

Patent Applicant/Assignee:

PATCHMAIL, 3216 Pleasant Avenue South, Minneapolis, MN 55408, US, US
(Residence), US (Nationality)

Inventor(s):

BUENDORF Richard A Jr, 3216 Pleasant Avenue South, Minneapolis, MN 55408,
US,

Legal Representative:

BAXTER Kimerly K (et al) (agent), Patterson, Thuente, Skaar &
Christensen, P.A., 4800 IDS Center, 80 South Eighth Street,

Minneapolis, MN 55402-2100, US,
Patent and Priority Information (Country, Number, Date):
Patent: WO 200363043 A1 20030731 (WO 0363043)
Application: WO 2003US1550 20030117 (PCT/WO US0301550)
Priority Application: US 2002350113 20020117
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO
RU SC SD SE SG SK SL TJ TM TN TR TT TZ UA UG UZ VC VN YU ZA ZM ZW
(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PT SE SI
SK TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 5700

Fulltext Availability:
Detailed Description

Detailed Description

... a customer typically receives unsolicited information, such as mass mailings, mass marketed e-mails or **cold calls**. These types of **contacts** are

9/3,K/3 (Item 3 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00829952 **Image available**
AUTOMATIC LEAD DISTRIBUTION AND PROCESSING CONFIRMATION SYSTEM AND METHOD
SYSTEME ET PROCEDE AUTOMATIQUES DE REPARTITION DE CLIENTS POTENTIELS ET DE
CONFIRMATION DE TRAITEMENT

Patent Applicant/Assignee:
INFINIGATE INC, Suite 125, 23332 Mill Creek Drive, Laguna Hills, CA 92653
, US, US (Residence), US (Nationality)
Inventor(s):
SCHULTZE Axel, 30816 Belle Maison, Laguna Niguel, CA 92677, US,
Legal Representative:
MCNELIS John T (et al) (agent), Fenwick & West LLP, Two Palo Alto Square,
Palo Alto, CA 94306, US,

Patent and Priority Information (Country, Number, Date):
Patent: WO 200163535 A1 20010830 (WO 0163535)
Application: WO 2001US5872 20010223 (PCT/WO US0105872)
Priority Application: US 2000514997 20000225
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ
DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG
SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 5353

Fulltext Availability:
Detailed Description

Detailed Description

... Another problem with conventional systems is that resellers typically must contact the lead without any **introduction** . This **cold - call** makes the reseller's task more difficult. Currently, there is no efficient way of introducing...

9/3,K/4 (Item 4 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00533618 **Image available**

SYSTEM, METHOD, AND COMPUTER PROGRAM PRODUCT FOR PROVIDING RELATIONAL PATTERNS BETWEEN ENTITIES

SYSTEME, PROCEDE ET PROGRAMME INFORMATIQUE PERMETTANT D'ETABLIR DES SCHEMAS RELATIONNELS ENTRE DES ENTITES

Patent Applicant/Assignee:

BOARDWALK AG,

Inventor(s):

DE L'ETRAZ Paris,

FEES James R,

HATCHER Paul,

BRUDERER Otto,

FEES Christina M,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9964970 A1 19991216

Application: WO 99IB1090 19990611 (PCT/WO IB9901090)

Priority Application: NL 1009376 19980611; US 99245759 19990208

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 15049

Fulltext Availability:

Detailed Description

Detailed Description

... they have no contacts (or where they may have a contact but unaware of such **contact**) with a " **cold call** ." **Cold calls** are unsolicited business telephone calls from an ...acceptable and disfavored in certain cultures (e.g., Asia, Middle East, etc.). Thus, without, the **cold call** option, having a **contact** into a company becomes even more important.

Further, business persons typically are aware of the...to certain persons and organizations. This is useful in today's global economy as the **contact** pathway supplants the " **cold call** ," while also broadening the regional and business -field 5 focus. of the user.

The present...

12/3,K/1 (Item 1 from file: 348)
DIALOG(R) File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

01438295

E-mail service provider and method for filtering unsolicited e-mail
E-Mail Dienstanbieter und Verfahren zum Filtern von unerwünschter E-Mail
Fournisseur de services de courrier électronique et procédé pour le
filtrage de courrier électronique non sollicité

PATENT ASSIGNEE:

TELEFONAKTIEBOLAGET LM ERICSSON, (213761), , 126 25 Stockholm, (SE),
(Applicant designated States: all)

INVENTOR:

Cooper, Gerald M., Gretna, Virginia, (US)

LEGAL REPRESENTATIVE:

Stenborg, Anders Vilhelm et al (94311), Aros Patent AB, P.O. Box 1544,
751 45 Uppsala, (SE)

PATENT (CC, No, Kind, Date): EP 1223527 A2 020717 (Basic)
EP 1223527 A3 020918

APPLICATION (CC, No, Date): EP 2001850227 011227;

PRIORITY (CC, No, Date): US 760935 010115

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
LU; MC; NL; PT; SE; TR

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G06F-017/60

ABSTRACT WORD COUNT: 142

NOTE:

Figure number on first page: 3

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200229	675
SPEC A	(English)	200229	4210
Total word count - document A			4885
Total word count - document B			0
Total word count - documents A + B			4885

INTERNATIONAL PATENT CLASS: G06F-017/60

...SPECIFICATION independently of the other email service providers,
providing this option as a selling point for **potential customers**
versus **email** service providers which do not provide the option.
Additionally, there is no guess work involved...

12/3,K/2 (Item 2 from file: 348)
DIALOG(R) File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

01377555

SALES PROMOTION METHOD AND SYSTEM FOR CARRYING OUT SAID METHOD
VERKAUFSFORDERUNGSVERFAHREN UND SYSTEM ZUR AUSFUHRUNG DES VERFAHRENS
PROCEDE DE PROMOTION DES VENTES ET SON SYSTEME DE MISE EN OEUVRE

PATENT ASSIGNEE:

Azhimov, Boris Anatolievich, (3933460), derevnya Volovo, 37, Shatursky
raion, Moskovskaya obl. 141000, (RU), (Applicant designated States:
all)

INVENTOR:

Azhimov, Boris Anatolievich, derevnya Volovo, 37, Shatursky raion,
Moskovskaya obl. 141000, (RU)
LEGAL REPRESENTATIVE:
W.P. Thompson & Co. (101051), Coopers Building, Church Street, Liverpool
L1 3AB, (GB)
PATENT (CC, No, Kind, Date): EP 1282057 A1 030205 (Basic)
WO 2001086537 011115
APPLICATION (CC, No, Date): EP 2001922167 010412; WO 2001RU146 010412
PRIORITY (CC, No, Date): RU 2000109155 000414
DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
LU; MC; NL; PT; SE; TR
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: G06F-017/60 ; A47F-010/00
ABSTRACT WORD COUNT: 336

LANGUAGE (Publication,Procedural,Application): English; English; Russian
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200306	916
SPEC A	(English)	200306	4725
Total word count - document A			5641
Total word count - document B			0
Total word count - documents A + B			5641

INTERNATIONAL PATENT CLASS: G06F-017/60 ...

...SPECIFICATION organized data (for example, in the form of a flyer) are
made available to a **potential customer** via different means (mail, e
- mail or direct **contact**), upon presenting said data at a particular
point of sales and after processing the information...

12/3,K/3 (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

01051319 **Image available**

METHOD, SYSTEM, AND PROGRAM FOR AN IMPROVED ENTERPRISE SPATIAL SYSTEM
PROCEDE, SYSTEME ET LOGICIEL POUR UN SYSTEME SPATIAL AMELIORE D'ENTREPRISE
Patent Applicant/Assignee:

QUESTERRA CORPORATION, MeadWestvaco Corporation, 5255 Virginia Avenue,
Charleston, SC 29423-8005, US, US (Residence), US (Nationality)

Inventor(s):

DYRNAES David N, 168 Lessay, Newport Coast, CA 92657, US,
VON KAENEL Tim A, 12 Lakeview Drive, Coto de Caza, CA 92679, US,
GOODWIN Jonathan D, 30826 Calle Barbosa, Laguna Niguel, CA 92677, US,
WAYMAN Jared P, 29422 Vista Plaza Drive, Laguna Niguel, CA 92677, US,
KUMAR C Suresh, 6 Blue Spruce Drive, Ladera Ranch, CA 92694, US,
TRIVELPIECE Craig E, 124-B 46TH STREET, Newport Beach, CA 92663, US,
MIHALICH Joseph, 51 Tradition Lane, Rancho Santa Margarita, CA 92688, US,

JENKINS Anthony P, 2 Heartwood Way, Aliso Viejo, CA 92656, US,
STIER Mark A, 28341 La Bajada Laguna, Niguel, CA 92677, US,
ODOM Richard H Jr, 2303 Whippoorwill Road, Charlottesville, VA 22901, US,

Legal Representative:

MCDANIEL Terry B (et al) (agent), Westvaco Corporation, 5255 Virginia
Avenue, Charleston, SC 29423-8005, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200381388 A2 20031002 (WO 0381388)
Application: WO 2003US8296 20030317 (PCT/WO US0308296)

Search Performed by Sylvia Keys 19-Jul-04

Priority Application: US 2002364807 20020316
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NI NO NZ OM PH PL PT
RO RU SC SD SE SG SK SL TJ TM TN TR TT TZ UA UG UZ VC VN YU ZA ZM ZW
(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PT RO SE
SI SK TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 108397

Main International Patent Class: G06F

12/3,K/4 (Item 2 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00977162 **Image available**
METHOD AND APPARATUS FOR DEVELOPING AND DISTRIBUTING INTERACTIVE
ADVERTISEMENTS
PROCEDE ET DISPOSITIF POUR METTRE AU POINT ET DISTRIBUER DES PUBLICITES
INTERACTIVES

Patent Applicant/Assignee:
KENT RIDGE DIGITAL LABS, 21 Heng Mui Keng Terrace, Singapore 119613, SG,
SG (Residence), SG (Nationality), (For all designated states except:
US)
Patent Applicant/Inventor:
SITARAM Ranganatha, Blk 218, #02-250 Choa Chu Kang Central, Singapore
680218, SG, SG (Residence), IN (Nationality), (Designated only for: US)
PADMANABHAN Ramanath, Blk 506, #08-219 West Coast Drive, Singapore 120506
, SG, SG (Residence), IN (Nationality), (Designated only for: US)

Legal Representative:
GREENE-KELLY James Patrick (agent), Lloyd Wise, Tanjong Pagar, P.O. Box
636, Singapore 910816, SG,

Patent and Priority Information (Country, Number, Date):
Patent: WO 200307167 A1 20030123 (WO 0307167)
Application: WO 2001SG143 20010709 (PCT/WO SG0100143)
Priority Application: WO 2001SG143 20010709
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR
KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE
SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English
Filing Language: English
Fulltext Word Count: 10248

Main International Patent Class: G06F-015/16
International Patent Class: G06F-017/60
Fulltext Availability:
Detailed Description

Detailed Description
... only to compatible devices.

Electronic advertisements can be delivered to wireless devices, such as a **potential customer** 's personal computer via **email** in a form of an email link or page that points to the website of...

12/3,K/5 (Item 3 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00919222

**NETWORK BASED SYSTEM FOR REAL-TIME TRADING OF PHYSICAL COMMODITIES
SYSTEME BASE SUR DES RESEAUX POUR LE COMMERCE EN TEMPS REEL DE PRODUITS
MATERIELS**

Patent Applicant/Assignee:

MCNUTT LUMBER COMPANY LTD, 21 Alison Blvd., Fredericton, New Brunswick
E3C 2N5, CA, CA (Residence), CA (Nationality), (For all designated
states except: US)

Patent Applicant/Inventor:

LEBLANC Donald G, 1225 Lincoln Road, Fredericton, New Brunswick E3B 8J3,
CA, CA (Residence), CA (Nationality), (Designated only for: US)

Legal Representative:

VASS William B (et al) (agent), Ridout & Maybee, Suite 2400, One Queen
Street East, Toronto, Ontario M5C 3B1, CA,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200252455 A2 20020704 (WO 0252455)

Application: WO 2001CA1846 20011221 (PCT/WO CA0101846)

Priority Application: CA 2329579 20001227

Parent Application/Grant:

Related by Continuation to: US 2000749605 20001228 (CON)

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU
LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TT UA UG
US UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 9779

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... pricing gyrations and as a result pricing is evaluated on a continuous basis using phone/ fax / email communications between sellers and **potential customers** . The problem facing traditional commodity traders and buyers is efficiency. Typically, traders will need to...

12/3,K/6 (Item 4 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00866260

**METHOD AND APPARATUS FOR INTERACTIVE GREETING CARDS
PROCEDE ET DISPOSITIF POUR CARTES DE VOEUX INTERACTIVES**

Patent Applicant/Assignee:

HAKUHODO INCORPORATED, Granpark Tower, 4-1 Shibaura, 3-chome, Minato-ku,
Tokyo 108-8088, JP, JP (Residence), JP (Nationality)

Inventor(s):

FAHEY James L, 12021 Wilshire Boulevard, #513, Los Angeles, CA 90025, US,

MIKAMI Masaki, 3-4-1 Shibaura, Minato-ku, Tokyo 108-8088, JP,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200198923 A2 20011227 (WO 0198923)

Application: WO 2001IB1270 20010612 (PCT/WO IB0101270)

Priority Application: US 2000596947 20000619

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR

KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE

SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 11877

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... for sending electronic greeting cards often results in lost sales,
since a certain number of **potential customers** will simply send **email**
instead of an electronic greeting card.

Conventional electronic greeting cards also suffer from the fact...

12/3,K/7 (Item 5 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2004 WIPO/Univentio. All rts. reserv.

00851718

SYSTEM AND METHOD FOR GENERATING REFERRALS TO A NETWORK SITE

SYSTEME ET PROCEDE PERMETTANT DE GENERER DES RENVOIS DE REFERENCE A UN SITE
DU RESEAU

Patent Applicant/Assignee:

FREEME COM INC, Suite 230, 811 Barton Springs Road, Austin, TX 78704, US,
US (Residence), US (Nationality)

Inventor(s):

WARD Ian L, 4501 Whispering Valley, #2, Austin, TX 78727, US,

KEARBY Brandon, 3400 Oxsheer Drive, Austin, TX 78732, US,

SWANSON Rick, 1213 Grover Court, Austin, TX 78746, US,

Legal Representative:

HULSEY William N (agent), Hughes & Luce, L.L.P., Suite 2800, 1717 Main
Street, Dallas, TX 75210, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200184430 A2 20011108 (WO 0184430)

Application: WO 2001US13557 20010427 (PCT/WO US0113557)

Priority Application: US 2000200201 20000428

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 25362

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Claims

Claim

... inverted exclamation mark)s configured to use the email service application for sending to a **potential customer** computer coupled to the network **email** from the email service application; and said associate computer operable to transmit an **email** to said **potential customer** computer, using said **email** service application;
said email service application for determining whether the 1 2 sender of the...
...and, in the event.
thereof, appending a hyperlink to the email prior to transmitting the **email** to the **potential customer** computer, said hyperlink comprising a unique identifier of a requested web page and. an identifier...

12/3,K/8 (Item 6 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2004 WIPO/Univentio. All rts. reserv.

00843151

SYSTEM AND METHOD FOR NETWORK IMPLEMENTATION AND MONITORING OF SYSTEMS
SYSTEME ET PROCEDE D'IMPLANTATION DE RESEAU ET DE SURVEILLANCE DE SYSTEMES

Patent Applicant/Assignee:

ULTRAWATT COM CORPORATION, 6381 Metro Plantation Road, Ft. Meyers, FL 33912, US, US (Residence), US (Nationality)

Inventor(s):

YABLONOWSKI Timothy M, 13102 Bald Cypress Lane, Naples, FL 34119, US,
NOTARIANNI Joseph C, 3426 Timberwood Circle, Naples, FL 34105, US,
RUSSELL Clarence W, 7539 Laurel Valley Road, Ft. Meyers, FL 33912, US,
RIERA Orlando, 13562 Pine Villa Lane, Ft. Meyers, FL 33912, US,

Legal Representative:

GNOFFO Vincent J (agent), Brinks Hofer Gilson & Lione, P.O. Box 10087, Chicago, IL 60610, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200175757 A1 20011011 (WO 0175757)

Application: WO 2001US9601-20010322 (PCT/WO US0109601)

Priority Application: US 2000541264 20000403

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 6762

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... twenty or more hours a day for seven days a week.

In alternative embodiments, the **potential customer** is provided with **contact** information (address, **e - mail** or phone number).

If the customer meets the above guideline,

12/3,K/9 (Item 7 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00794343 **Image available**

VIRAL MARKETING FOR VOICE-ACCESSIBLE INFORMATION SERVICE

MARKETING VIRAL POUR SERVICE D'INFORMATION VOCAL

Patent Applicant/Assignee:

TALK2 COM, 746 East Winchester Avenue, Suite 210, Salt Lake City, UT

84107, US, US (Residence), US (Nationality)

Inventor(s):

MORTON David L, 756 East Jane Circle, Sandy, UT 84092, US,

BARHAM Bradley W, 1729 East Colchester Court, Sandy, UT 84092, US,

CHARLESWORTH Brian L, 162 North Fariway Drive, North Salt Lake, UT 84054, US,

HAYS Jeffrey C, 3544 East Danish Road, Sandy, UT 84093, US,

Legal Representative:

ISRAELSEN R Burns (et al) (agent), Workman, Nydegger & Seeley, 1000 Eagle

Gate Tower, 60 East South Temple, Salt Lake City, UT 84111, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200127845 A1 20010419 (WO 0127845)

Application: WO 2000US28226 20001012 (PCT/WO US0028226)

Priority Application: US 99417295 19991013; US 99464990 19991216

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 8790

Main International Patent Class: G06F-017/60

Fulltext Availability:

Claims

Claim

... information by telephone to the potential customer

indicating that the computer system has received an - **email** directed to the

potential customer ; and

enabling the potential customer to listen to the information

service automatically read the e...

12/3,K/10 (Item 8 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00792490 **Image available**

METHOD AND APPARATUS FOR INTERPROCESS MESSAGING AND ITS USE FOR
AUTOMATICALLY GENERATING TRANSACTIONAL EMAIL
PROCEDE ET APPAREIL POUR MESSAGERIE INTERPROCESSUS ET LEUR UTILISATION POUR
LA PRODUCTION AUTOMATIQUE DE COURRIER ELECTRONIQUE TRANSACTIONNEL

Patent Applicant/Assignee:

KANA COMMUNICATIONS INC, 740 Bay Road, Redwood City, CA 94063, US, US
(Residence), US (Nationality)

Inventor(s):

KASRAWI Nawwar, 2034 San Luis Avenue, #4, Mountain View, CA 94043, US,
KANERVA Jonni, 1728 Pilgrim Ave., Mountain View, CA 94040, US,
AMBROSE Craig M, 14471 Springer Ave., Saratoga, CA 95070, US,
PHELPS William R, 244 Leland Ave., Menlo Park, CA 94025, US,

Legal Representative:

JOHANSEN Dag (agent), Stattler Johansen & Adeli LLP, P.O. Box 51860, Palo
Alto, CA 94303-0728, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200126004 A2-A3 20010412 (WO 0126004)

Application: WO 2000US27422 20001004 (PCT/WO US0027422)

Priority Application: US 99411666 19991004

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ
DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG
SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 6979

Main International Patent Class: G06F-017/60

International Patent Class: G06F-009/46

Fulltext Availability:

Detailed Description

Detailed Description

... transactional email program then uses the XMF formatted email message
to create an appropriate personalized **email** message for the customer/
potential customer. The transactional **email** program does not simply
reformat the XMF formatted email information message. The transactional
email program...

...email message is referred to as an "instructional email." The XMF email
message contains an **email** message of the customer/ **potential customer**
, zero or more pieces of data, zero or more Uniform Resource Locator
links to other...

12/3,K/11 (Item 9 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00781897 **Image available**

**INTERNET-BASED CREDIT INTERCHANGE SYSTEM OF CONVERTING PURCHASE CREDIT
AWARDS FOR PURCHASE OF INVESTMENT VEHICLE
SYSTEME D'ECHANGE DE CREDITS SUR BASE INTERNET DESTINE A CONVERTIR DES
OCTROIS DE CREDIT D'ACHAT POUR DES MOYENS DE PLACEMENT**

Patent Applicant/Inventor:

KALINA Dyan T, 523 Canyon View Trail, Topanga, CA 90290, US, US
(Residence), US (Nationality)

Legal Representative:

MALLERY Daniel C (et al) (agent), Pretty & Schroeder, P.C., 19th floor,
444 South Flower Street, Los Angeles, CA 90071-2909, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200115031 A1 20010301 (WO 0115031)

Application: WO 99US19404 19990826 (PCT/WO US9919404)

Priority Application: US 99383100 19990825

Designated States: CA JP

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

Publication Language: English

Filing Language: English

Fulltext Word Count: 6144

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... card account agreement such that new potential customers will be
directed to the account. Direct **email** to **potential customers** may
also be employed to generate further customers.

1 5 If a potential applicant wishes...

12/3,K/12 (Item 10 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00778773

**COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR INDUCING TARGETED SELLER OFFERS
TO ANONYMOUS BUYERS**

RES CIBLEES DE VENDEURS A DES ACHETEURS ANONYMES

Patent Applicant/Assignee:

RESPOND COM, 3290 West Bayshore Road, Palo Alto, CA 94303-4043, US, US
(Residence), US (Nationality)

Inventor(s):

CLEMENS William, 28030 Moody Road, Los Altos Hills, CA 94022, US,
RAMACHANDRAN Sriram, 1219 McIntosh Avenue, Sunnyvale, CA 94087, US,
KENT Linda, 7378 Village Square Drive, West Bloomfield, MI 48322, US,

Legal Representative:

GLENN Michael A (et al) (agent), Glenn Patent Group, Suite L, 3475 Edison
Way, Menlo Park, CA 94025, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200111519 A2 20010215 (WO 0111519)

Application: WO 2000US21159 20000802 (PCT/WO US0021159)

Priority Application: US 99369769 19990806

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU

LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA

UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 17049

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
Detailed Description

Detailed Description

... on a mailing list that could generate additional unwanted solicitations. Sellers will benefit because their **email** solicitations are targeted toward **potential customers** that have previously expressed a high level of interest in the type of product being...

12/3,K/13 (Item 11 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00767692 **Image available**

SYSTEM AND METHOD OF PROVIDING PROMOTIONAL PRICES TO A USER AND ACCUMULATING INCENTIVES TO A USER
PROCEDE ET SYSTEME POUR OFFRIR DES PRIX PROMOTIONNELS A UN UTILISATEUR ET LUI PERMETTRE D'ACCUMULER DES PRIMES

Patent Applicant/Assignee:

PLANET RX, Suite 201, 349 Oyster Point Boulevard, South San Francisco, CA
, US, US (Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

CHONG James, 153 Lombardy Lane, Orinda, CA 94563, US, US (Residence), US (Nationality), (Designated only for: US)

CHAN Joseph, 420 Ellesmere Drive, Walnut Creek, CA 94588, US, US (Residence), GB (Nationality), (Designated only for: US)

TANG Henry, 2232 Blake Street #8, Berkeley, CA 94704, US, US (Residence), US (Nationality), (Designated only for: US)

LAM Robert, 2539 Lincoln Avenue, Richmond, CA 94804, US, US (Residence), US (Nationality), (Designated only for: US)

Legal Representative:

MINTZ Laurie J (agent), Dergosits & Noah LLP, Four Embarcadero Center, Suite 1150, San Francisco, CA 94111, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200101320 A1 20010104 (WO 0101320)

Application: WO 99US14752 19990628 (PCT/WO US9914752)

Priority Application: WO 99US14752 19990628

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 7110

Main International Patent Class: **G06F-019/00**
International Patent Class: **G06F-017/60**

Fulltext Availability:
Detailed Description

Detailed Description

... campaign. In the preferred embodiment of the invention, this publicity campaign includes a mass electronic **notification** by **e - mail** to **potential customers** (200). In alternative embodiments, the business promotion can be advertised to the public by any...

12/3,K/14 (Item 12 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2004 WIPO/Univentio. All rts. reserv.

00577748 **Image available**

METHOD AND ARRANGEMENT FOR ISSUANCE AND MANAGEMENT OF DIGITAL COUPONS AND SALES OFFERS

PROCEDE ET DISPOSITIF D'EMISSION ET DE GESTION DE BONS NUMERIQUES ET D'OFFRES DE VENTE

Patent Applicant/Assignee:

CCREWARDS COM,
KELLER Arthur Michael,
TIWARI Sanjai,

Inventor(s):

KELLER Arthur Michael,
TIWARI Sanjai,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200041121 A1 20000713 (WO 0041121)

Application: WO 99US15650 19990709 (PCT/WO US9915650)

Priority Application: US 99115242 19990107

Designated States: JP US AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

Publication Language: English

Fulltext Word Count: 9766

Main International Patent Class: G06F-019/00

Fulltext Availability:

Detailed Description

Detailed Description

... s computer system 211. In such an embodiment, the digital coupons may be sent to **potential customers** as **email** messages, downloaded from a web site, cut & paste from a web site, or otherwise electronically...

12/3,K/15 (Item 13 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2004 WIPO/Univentio. All rts. reserv.

00569899 **Image available**

INTERNET-BASED NETWORK MARKETING

MARKETING DE RESEAU SUR INTERNET

Patent Applicant/Assignee:

PINNACLE COMMUNICATIONS INTERNATIONAL INC,

Inventor(s):

LEVINE William A,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200033272 A1 20000608 (WO 0033272)

Application: WO 99US28605 19991202 (PCT/WO US9928605)

Priority Application: US 98110673 19981202

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE

ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT
UA UG UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ BY KG KZ MD
RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF
CG CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 3302

International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... accomplished by e-mail, mail, phone, inperson, etc.

Step 2: Linking the IMR to the **Potential Customer**

The IMR (or existing customer) **notifies** the company via **e - mail** of
the **potential customer** he (she) has referred to the website. This can
be done after, before, or at...

?

File 344:Chinese Patents Abs Aug 1985-2004/May
 (c) 2004 European Patent Office
 File 347:JAPIO Nov 1976-2004/Mar(Updated 040708)
 (c) 2004 JPO & JAPIO
 File 350:Derwent WPIX 1963-2004/UD,UM &UP=200445
 (c) 2004 Thomson Derwent

Set	Items	Description
S1	110	(SALE OR SALES OR BUSINESS) (5N) (LEAD OR LEADS OR PROSPECT - OR PROSPECTS)
S2	495	POTENTIAL() (CUSTOMER? ? OR CLIENT? ?)
S3	241638	((ANNOUNC? OR NOTIFICATION? OR NOTIFY OR NOTIFIES OR INTRODUCTION? OR CONTACT? ? OR CONTACTING OR INTRODUCTION? OR INTRODUC? ?) (5N) (E OR ELECTRONIC) ()MAIL? OR EMAIL? OR FAX OR FACSIMILE?)
S4	0	(COLD() (CALL OR CALLS OR CALLING) (5N) (ANNOUNC? OR NOTIFICATION? OR NOTIFY OR NOTIFIES OR INTRODUCTION? OR CONTACT? ? OR CONTACTING OR INTRODUCTION? OR INTRODUC? ?))
S5	6	AU=(SCHULTZE, A? OR SCHULTZE A?)
S6	3	S1 AND S3
S7	7	S2 AND S3
S8	6	S7 NOT S6
S9	1	S1 AND S5

6/5/1 (Item 1 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014768804 **Image available**

WPI Acc No: 2002-589508/200263

XRPX Acc No: N02-467757

Computer system for sales and marketing support, has server in which software providing sales and marketing services to users, is programmed to interact with client computers through Internet

Patent Assignee: SALES T (SALE-I)

Inventor: SALES T

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020072954	A1	20020613	US 2000735883	A	20001212	200263 B

Priority Applications (No Type Date): US 2000735883 A 20001212

Patent Details:

Patent No	Kind	Int	Pg	Main IPC	Filing	Notes
US 20020072954	A1	124	G06F-017/60			

Abstract (Basic): US 20020072954 A1

NOVELTY - A software (7) providing sales and marketing support service to the users, is programmed in a server (1) to interact with the client computers (2-4) through Internet. A database provided in the server stores information written into the database by the software.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

- (1) Sales and marketing activities tracking method;
- (2) Sales leads generation method;
- (3) Automated email-based marketing campaign implementation method;
- (4) Sales support and marketing activities supporting website;
- (5) Performance tracker system; and
- (6) Sales person activities analysis method.

USE - For supporting individual sales and marketing activities in a company.

ADVANTAGE - The system provides guidance to the individual in implementing automated Internet based marketing campaigns and helps to determine the areas an employee or individual needs training in, as well as to determine which sales and marketing strategies are most effective.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of the computer system.

Server (1)

Client computers (2-4)

Software (7)

pp; 124 DwgNo 1/4

Title Terms: COMPUTER; SYSTEM; SALE; MARKET; SUPPORT; SERVE; SOFTWARE; SALE ; MARKET; SERVICE; USER; PROGRAM; INTERACT; CLIENT; COMPUTER; THROUGH

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

6/5/2 (Item 2 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014762534 **Image available**

WPI Acc No: 2002-583238/200262
Related WPI Acc No: 2002-163773; 2002-478345; 2003-141264
XRPX Acc No: N02-462601

Professional profiles harvesting method involves identifying text strings constituting contact data comprising e - mail address in collected professional profile data, for storage along with profile data

Patent Assignee: BAKOS N L (BAKO-I); REUNING S M (REUN-I)

Inventor: BAKOS N L; REUNING S M

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020087573	A1	20020704	US 97984650	A	19971203	200262 B
			US 2001897826	A	20010703	
			US 2001911024	A	20010724	

Priority Applications (No Type Date): US 2001911024 A 20010724; US 97984650 A 19971203; US 2001897826 A 20010703

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20020087573	A1		130	G06F-007/00	Cont of application US 97984650
					CIP of application US 2001897826

Abstract (Basic): US 20020087573 A1

NOVELTY - Web pages and Internet postings containing professional profile data are identified. The professional profile data are collected and text strings constituting **contact** data comprising **e - mail** address, are identified in the professional profile data. The professional profile data and the contact data are stored in a data structure.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

- (1) Profile sorting system;
- (2) Professional profile data normalizing method;
- (3) **Sales** and advertising **prospects** list creation method;
- (4) **Sales** and advertising **prospects** list creation system;
- (5) Advertisement method;
- (6) Professional profiles harvest system;
- (7) Professional profile data normalizing system;
- (8) Advertising system;
- (9) Advertisement and notice delivery address selecting system; and

(10) Advertisement and notice delivery address selecting method.
USE - For harvesting professional profile for marketing technical and professional products.

ADVANTAGE - As database of targeted **sales** and advertisement **prospects** is created from contact data in professional profiles, direct marketing of technical and professional products is enhanced.

DESCRIPTION OF DRAWING(S) - The figure shows the flowchart illustrating professional profiles harvest method.

pp; 130 DwgNo 1/48

Title Terms: PROFESSIONAL; PROFILE; HARVEST; METHOD; IDENTIFY; TEXT; STRING
; CONSTITUTE; CONTACT; DATA; COMPRISE; MAIL; ADDRESS; COLLECT;
PROFESSIONAL; PROFILE; DATA; STORAGE; PROFILE; DATA

Derwent Class: T01

International Patent Class (Main): G06F-007/00

File Segment: EPI

6/5/3 (Item 3 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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011670382 **Image available**
WPI Acc No: 1998-087291/199808
XRPX Acc No: N98-069302

**Interactive method for generating sales leads , also telephone polling
- stores product information under ID numbers for access by potential
customers via incoming telephone call, then issuing detailed sales
lead**

Patent Assignee: NORTHAMERICOM CORP (NORT-N); TELEDYNAMICS GROUP INC
(TELE-N)

Inventor: THORNTON J T

Number of Countries: 024 Number of Patents: 005

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9800957	A1	19980108	WO 97US11663	A	19970630	199808 B
AU 9735930	A	19980121	AU 9735930	A	19970630	199825
US 5883940	A	19990316	US 96675274	A	19960701	199918
EP 909498	A1	19990421	EP 97932479	A	19970630	199920
			WO 97US11663	A	19970630	
US 6097792	A	20000801	US 96675274	A	19960701	200039
			US 99266934	A	19990312	

Priority Applications (No Type Date): US 96675274 A 19960701; US 99266934 A 19990312

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9800957	A1	E	55	H04M-001/56	
				Designated States (National): AU CA IL JP MX	
				Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE	
AU 9735930	A			H04M-001/56	Based on patent WO 9800957
US 5883940	A			H04M-001/64	
EP 909498	A1	E		H04M-001/56	Based on patent WO 9800957
				Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE	
US 6097792	A			H04M-001/64	Div ex application US 96675274 Div ex patent US 5883940

Abstract (Basic): WO 9800957 A

The invention system (10) provides an interactive procedure for generating **sales leads** , following an incoming telephone enquiry from a potential customer. The system stores plural pre-recorded messages (30,34) and records the telephone numbers (20) of incoming user-enquirers (12). The recorded numbers are combined with additional information (16), and the system tracks the various subsequent transactions carried out by an enquiring user of the system.

Immediately an enquiring telephone call is terminated, the system transfers the combined information and issues a **sales lead** to a prospective salesman as a print-out (24), **facsimile** message (27), or by paging (26,28).

USE - Improved interactive **sales lead** generation, also providing system for real-time polling/survey, e.g. by TV/radio.

ADVANTAGE - Compared with conventional press/TV advertising, telemarketing, etc., provides wider range of benefits immediately following potential customer's enquiring telephone call.

Dwg.1/7

Title Terms: INTERACT; METHOD; GENERATE; SALE; LEAD; TELEPHONE; POLL;
STORAGE; PRODUCT; INFORMATION; ID; NUMBER; ACCESS; POTENTIAL; CUSTOMER;
INCOMING; TELEPHONE; CALL; ISSUE; DETAIL; SALE; LEAD

Derwent Class: W01

International Patent Class (Main): H04M-001/56; H04M-001/64

Search Performed by Sylvia Keys 19-Jul-04

8/5/1 (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
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07629147 **Image available**
DEVICE INFORMATION PROVIDING DEVICE

PUB. NO.: 2003-123000 [JP 2003123000 A]
PUBLISHED: April 25, 2003 (20030425)
INVENTOR(s): MITSUIDA TETSUYA
KATSUTA ISAO
APPLICANT(s): RICOH CO LTD
APPL. NO.: 2001-321046 [JP 2001321046]
FILED: October 18, 2001 (20011018)
INTL CLASS: G06F-017/60

ABSTRACT

PROBLEM TO BE SOLVED: To allow a salesperson to easily provide sample information related to using states of a device examined to buy by a **potential customer** to the **potential customer**.

SOLUTION: An information collecting/controlling device 122 collects using state information, etc., showing the using states of devices 11-1N used by existing customers and transmits the collected information to an information provision device 121. The information provision device 121 produces sample information from the obtained information and stores it in sample information database 125. The salesperson of the devices transmits a request signal requesting the provision of the sample information (a). A customer device information provision device 12 receives the request of the sample information (b), selects the sample information corresponding to the devices, a type of industry of the customer, business conditions of the customer, and number of employees of the customer included in the signal from the sample information database 125, produces a sample report 126 for the **potential customer** (d), and transmits it to the **potential customer** by an E-mail (e and f) or **FAX** (g and h).

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8/5/2 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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016152134 **Image available**
WPI Acc No: 2004-310021/200429
XRPX Acc No: N04-247000

Sales assistance server for online commercial transactions, receives business deal information based on customer agreeing to initial sales subsidiary and forwards dealing to other company when subsidiary revisal is needed

Patent Assignee: MAZDA KK (MAZD)
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2004094748	A	20040325	JP 2002257025	A	20020902	200429 B

Priority Applications (No Type Date): JP 2002257025 A 20020902

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2004094748	A	29	G06F-017/60	

Abstract (Basic): JP 2004094748 A

NOVELTY - The initial sales subsidiary related to a vehicle sales is defined based on the actual selling estimate provided by a company terminal. Business deal information is received corresponding to the agreement of customer with respect to initial subsidiary. The revised subsidiary request from client is determined and accordingly the business deal information is forwarded to other company terminal.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (1) sales assistance method;
- (2) sales assistance support system; and
- (3) sales assistance support program.

USE - For assisting in sales of used vehicle and other items through personal digital assistant (PDA), desk top computer in online commercial transactions using internet.

ADVANTAGE - Enables recognizing the sales subsidiary easily with respect to price estimates thereby **potential customer** is identified

quickly. Promotes sales service by suppressing the burden of sales subsidiary management person.

DESCRIPTION OF DRAWING(S) - The figure shows an explanatory diagram of **e - mail** used in business deal **notification** .(Drawing includes non-English language text).

estimate requesting day (701)
customer name (702)
customer identification data (703)
business dealing day (704)
sales company name (705)
pp; 29 DwgNo 7/9

Title Terms: SALE; ASSIST; SERVE; COMMERCIAL; TRANSACTION; RECEIVE; BUSINESS; DEAL; INFORMATION; BASED; CUSTOMER; INITIAL; SALE; SUBSIDIARY; FORWARD; DEAL; COMPANY; SUBSIDIARY; NEED

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

8/5/3 (Item 2 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015875364 **Image available**

WPI Acc No: 2004-033195/200403

XRPX Acc No: N04-026288

Goods/services marketing method involves transmitting predetermined marketing communications to each purchasing unit that respond to marketing profile questionnaire

Patent Assignee: SMITH R T (SMIT-I)

Inventor: SMITH R T

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030216956	A1	20031120	US 99119847	P	19990212	200403 B
			US 2000503627	A	20000211	
			US 2003465094	A	20030619	

Priority Applications (No Type Date): US 99119847 P 19990212; US 2000503627

A 20000211; US 2003465094 A 20030619

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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Search Performed by Sylvia Keys 19-Jul-04

US 20030216956 A1 8 G06F-017/60 Provisional application US 99119847

Cont of application US 2000503627

Abstract (Basic): US 20030216956 A1

NOVELTY - A marketing profile questionnaire about specific areas of interest, is transmitted to predetermined purchasing units meeting minimum criteria. Predetermined marketing communications are transmitted to each purchasing unit, if one of the units purchases or returns the questionnaire. Information about purchasing units that purchases or returns the questionnaire, is stored in a profiled prospect database.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for goods/services marketing system.

USE - For marketing goods/services to **potential customers** through marketing communications such as catalog mailings, technical mailings, electronic mailing and **facsimile**.

ADVANTAGE - Minimizes advertising costs and enables to obtain higher profits per sale.

DESCRIPTION OF DRAWING(S) - The figure shows the flowchart of the goods/services marketing system.

pp; 8 DwgNo 2/2

Title Terms: GOODS; SERVICE; MARKET; METHOD; TRANSMIT; PREDETERMINED;

MARKET; COMMUNICATE; PURCHASE; UNIT; RESPOND; MARKET; PROFILE;

QUESTIONNAIRE

Derwent Class: T01; W01

International Patent Class (Main): G06F-017/60

File Segment: EPI

8/5/4 (Item 3 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015396883 **Image available**

WPI Acc No: 2003-459023/200344

XRPX Acc No: N03-365027

Method of displaying the availability of aircraft direct from the service provider

Patent Assignee: ROSSELLO M (ROSS-I)

Inventor: ROSSELLO M

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
DE 10150785	A1	20030430	DE 1050785	A	20011015	200344 B

Priority Applications (No Type Date): DE 1050785 A 20011015

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
DE 10150785	A1		6 G06F-017/60	

Abstract (Basic): DE 10150785 A1

NOVELTY - The method involves providing a first calendar based data base (1) in the Internet in the form of a home page from a system provider to list all the aircraft available from that provider or airline. The available aircraft are listed according to location, date, time, number of seats or capacity and/or aircraft type. A special access authorization is provided for the provider allowing them to supplement and/or change the list where each provider only has access to their own entries in the first data base. **Potential customers** can call up the data base and the data base can be displayed to the customer according to particular search criteria.

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DETAILED DESCRIPTION - INDEPENDENT CLAIMS also cover a data processing system.

USE - For booking flights.

ADVANTAGE - The information about flight availability is more accurate.

DESCRIPTION OF DRAWING(S) - The drawing shows a schematic view of the system.

central data base (1)

data base (2)

input template (3)

email data base (4)

terminals (5,6,7)

pp; 6 DwgNo 1/1

Title Terms: METHOD; DISPLAY; AVAILABLE; AIRCRAFT; DIRECT; SERVICE

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

8/5/5 (Item 4 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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013973034 **Image available**

WPI Acc No: 2001-457247/200149

XRPX Acc No: N01-338898

Handling system for purchase and sale transactions between customer and supplier includes main computer incorporating number generator for invoice codes connected to further computer on which supplier has website

Patent Assignee: MOLLAGREAN B (MOLL-I)

Inventor: MOLLAGREAN B

Number of Countries: 094 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200141097	A1	20010607	WO 2000ZA235	A	20001128	200149 B
AU 200118233	A	20010612	AU 200118233	A	20001128	200154
ZA 200204948	A	20031126	ZA 20024948	A	20020620	200402

Priority Applications (No Type Date): ZA 997384 A 19991130

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200141097 A1 E 18 G07F-019/00

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

AU 200118233 A Based on patent WO 200141097

ZA 200204948 A 25 G07F-000/00

Abstract (Basic): WO 200141097 A1

NOVELTY - The system includes a first computer including an element for generating a unique code. A link connects the first computer to a second computer on which a supplier has its website. An element transmits from the second computer to the first computer information pertaining to a purchase and sale transaction which the supplier and a customer are undertaking. A unique code is transmitted from the first computer to the second computer upon receipt by the first computer of the information.

An element prints out an invoice incorporating the unique code. A

payment collector has an element for receipting payment of the invoice and an element for transmitting to the supplier information pertaining to the payment. The code is machine readable form.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for a method of handling a purchase and sale transaction between a computer and a supplier.

USE - For facilitating payment for goods purchased via the Internet, by telephone, by fax or by mail.

ADVANTAGE - Enables potential customers without credit cards to make use of e-commerce.

DESCRIPTION OF DRAWING(S) - The figure shows the system.

Supplier database (10)

Number generator for unique invoice code. (12)

pp; 18 DwgNo 1/2

Title Terms: HANDLE; SYSTEM; PURCHASE; SALE; TRANSACTION; CUSTOMER; SUPPLY; MAIN; COMPUTER; INCORPORATE; NUMBER; GENERATOR; INVOICING; CODE; CONNECT; COMPUTER; SUPPLY

Derwent Class: T01; T05

International Patent Class (Main): G07F-000/00; G07F-019/00

International Patent Class (Additional): G06F-017/60

File Segment: EPI

8/5/6 (Item 5 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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013939799 **Image available**

WPI Acc No: 2001-424013/200145

Related WPI Acc No: 1999-277831; 2003-089450

XRPX Acc No: N01-314451

Blending multiple types of communication i.e. outbound calls, email messages, fax transmission in call center includes displaying received information in queue list to the agent

Patent Assignee: APROPOS TECHNOLOGY (APRO-N)

Inventor: BRADY P K

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6173052	B1	20010109	US 92904196	A	19920625	200145 B
			US 95450268	A	19950525	
			US 96595961	A	19960206	
			US 96758063	A	19961127	
			US 97813970	A	19970303	

Priority Applications (No Type Date): US 97813970 A 19970303; US 92904196 A 19920625; US 95450268 A 19950525; US 96595961 A 19960206; US 96758063 A 19961127

Patent Details:

Patent No	Kind	Lan Pg	Main IPC
US 6173052	B1	22	H04M-003/00

Filing Notes

Cont of application US 92904196

Div ex application US 95450268

Cont of application US 96595961

CIP of application US 96758063

Div ex patent US 5557668

CIP of patent US 5724418

Abstract (Basic): US 6173052 B1

NOVELTY - Blender process blends multiple types of communications for display to each agent. The central computer is connected to each agent via a computer network. Each agent computer contains a

Search Performed by Sylvia Keys 19-Jul-04

display device for presenting information related to the communications that are to be processed by the call center. The message is displayed in a queue list on each agent's display device.

DETAILED DESCRIPTION - A router is used to transmit the information related to the communications that are to be processed by agents in the call center.

An INDEPENDENT CLAIM is also included for the method of blending inbound and outbound communications to and from a call center having an agent computer operatively coupled to display device.

USE - Call center for blending multiple types of communication such as inbound call, outbound calls, **email** messages, **fax** transmission or any other type of communication.

ADVANTAGE - It facilitates outbound calling so that agents can reach **potential customers**, that would otherwise be lost. It gives an agent the flexibility to handle multiple types of communication in a seamless manner.

DESCRIPTION OF DRAWING(S) - Drawing shows a schematic of the call distribution system comprising a local area network and telephony interface cards, showing the hardware connections between the components of the system.

pp; 22 DwgNo 1/10

Title Terms: BLEND; MULTIPLE; TYPE; COMMUNICATE; CALL; MESSAGE; **FACSIMILE**; TRANSMISSION; CALL; DISPLAY; RECEIVE; INFORMATION; QUEUE; LIST; AGENT

Derwent Class: T01; W01

International Patent Class (Main): H04M-003/00

File Segment: EPI

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9/5/1 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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014038705

WPI Acc No: 2001-522918/200157

XRPX Acc No: N01-387539

Computer implemented method of processing sales leads by providing a database of lead requests and providing the lead exclusively to an appropriate user for a fixed period

Patent Assignee: INFINIGATE INC (INFI-N)

Inventor: SCHULTZE A

Number of Countries: 094 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200163535	A1	20010830	WO 2001US5872	A	20010223	200157 B
AU 200138670	A	20010903	AU 200138670	A	20010223	200202
EP 1269370	A1	20030102	EP 2001911140	A	20010223	200310
			WO 2001US5872	A	20010223	

Priority Applications (No Type Date): US 2000514997 A 20000225

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200163535 A1 E 34 G06F-017/60

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

AU 200138670 A G06F-017/60 Based on patent WO 200163535

EP 1269370 A1 E G06F-017/60 Based on patent WO 200163535

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR

Abstract (Basic): WO 200163535 A1

NOVELTY - A computer database of sales leads can be searched on the basis of different parameters. When a sales lead is received it is assigned exclusively to a specified salesman or reseller for a limited period, after which it is made available to another user. When the salesman or reseller closes the lead a signal is sent to the database and the result is confirmed to both the user and the lead.

Communications may be over a Wide Area Network such as the Internet.

USE - Collecting, assigning and tracking sales leads.

ADVANTAGE - Efficient, accurate and inexpensive system which provides an incentive for salesmen and resellers to follow up leads through the limited period of exclusivity given.

pp; 34 DwgNo 0/9

Title Terms: COMPUTER; IMPLEMENT; METHOD; PROCESS; SALE; LEAD; DATABASE;

LEAD; REQUEST; LEAD; EXCLUDE; APPROPRIATE; USER; FIX; PERIOD

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

STN Search

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(FILE 'HOME' ENTERED AT 15:49:05 ON 19 JUL 2004)

FILE 'CONFSCI' ENTERED AT 15:50:11 ON 19 JUL 2004

L1 4879 S LEAD OR LEADS
L2 26 S (CONTACT? OR REACH) (5N) (AHEAD OR BEFORE OR BEFOREHAND OR IN()
L3 (405 S L2 AND (COLD()CALL?) OR CALL OR CALLS OR TELEPHONE()CALL?
L4 0 S L2 AND ((COLD(W)CALL?) OR CALL OR CALLS OR TELEPHONE(W)CALL?